

The Sussex People's Panel Full Report

'How Do You Best Look After You'

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1.0 Introduction

The Sussex People's Panel, funded by NHS England and coordinated by Sussex Clinical Commissioning Groups (CCGs), holds an online membership of over 1100 residents from across Sussex. It provides opportunities for panel members to feed in their views and experiences to help shape local health and care services from across the Sussex Health and Care Partnership by responding to regular online surveys.

The Sussex People's Panel increases our reach to people who would not normally take part in our traditional engagement work, with a greater focus on hearing from younger people (aged between 16 and 60) whom we seldom hear from through our other usual public involvement methods. Other than age, the demographics of panel members are closely representative of the general Sussex population, which is evidenced in the [Sussex People's Panel Demographics Report](#).

The Sussex People's Panel is overseen by a steering group, comprising of CCG Public Involvement staff, CCG Lay Member for Public Involvement, Healthwatch, Public Health and local authority colleagues. The steering group has been established to oversee the design and development of the project, membership and survey content deciding together on the topic and direction of travel for the project, ensuring it is representative of the Sussex Health and Care Partnership's key areas of focus.

For more information on the Sussex Health and Care Partnership, and People's Panel, see www.seshealthandcare.org.uk/get-involved/sussex-peoples-panel/

2.0 What did we ask?

This is the report of the Sussex People's Panel first survey on the topic of self-care, entitled '*How do you best look after you*', providing an opportunity for residents across Sussex to feed in their **views and experiences to help shape local health and care services, ensuring that they meet the needs of local people, now and in the future.**

Self-care is about helping people to understand how to better take care of their own physical health and mental wellbeing confidently and to know where and when to go for help and advice should they need it.

Panel members, through an online survey, were asked about:

- Their experience of accessing services when they need them
- How people look after their own physical and/or mental health and wellbeing
- How people access information to support their own health and wellbeing
- When people need support from health and care services

A total of 179 people responded to the survey, which represents 16% of the total panel membership. The survey was first circulated on 23 December 2019, and closed on 31 January 2020. The Sussex People's Panel Steering Group, comprising of CCG Patient and Public Involvement staff, CCG Lay Member for Patient and Public Participation, Healthwatch, Public Health and local authority colleagues, decided together on the topic, themes and direction of travel for the project, ensuring it is representative of the Sussex Health and Care Partnership.

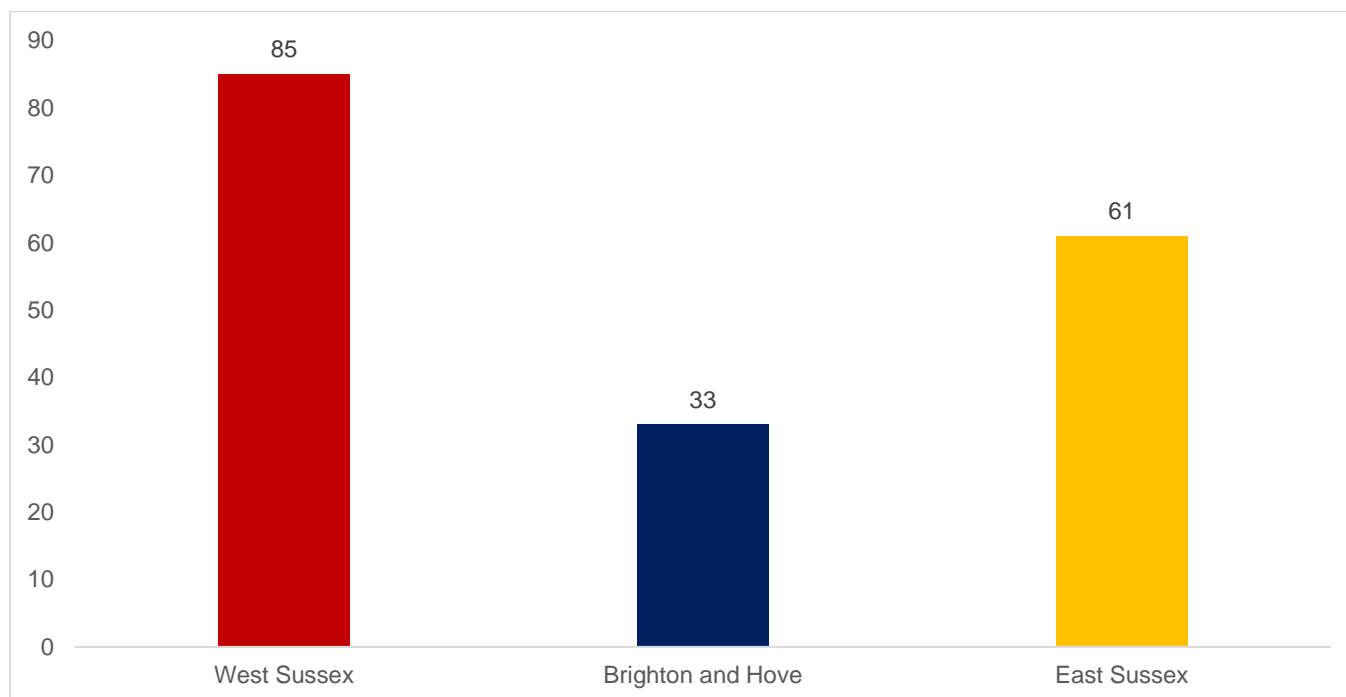
The feedback received from this survey will be used to inform the planning, contracting and designing of health and care services across the Sussex Health and Care Partnership, which brings together 21 organisations all working together to meet the changing needs of all the people who live in our area. We want to offer better health, better care and to ensure we make the most efficient use of our resources.

For more information on the Sussex Health and Care Partnership, and the Sussex People's Panel, see www.seshealthandcare.org.uk/get-involved/sussex-peoples-panel/

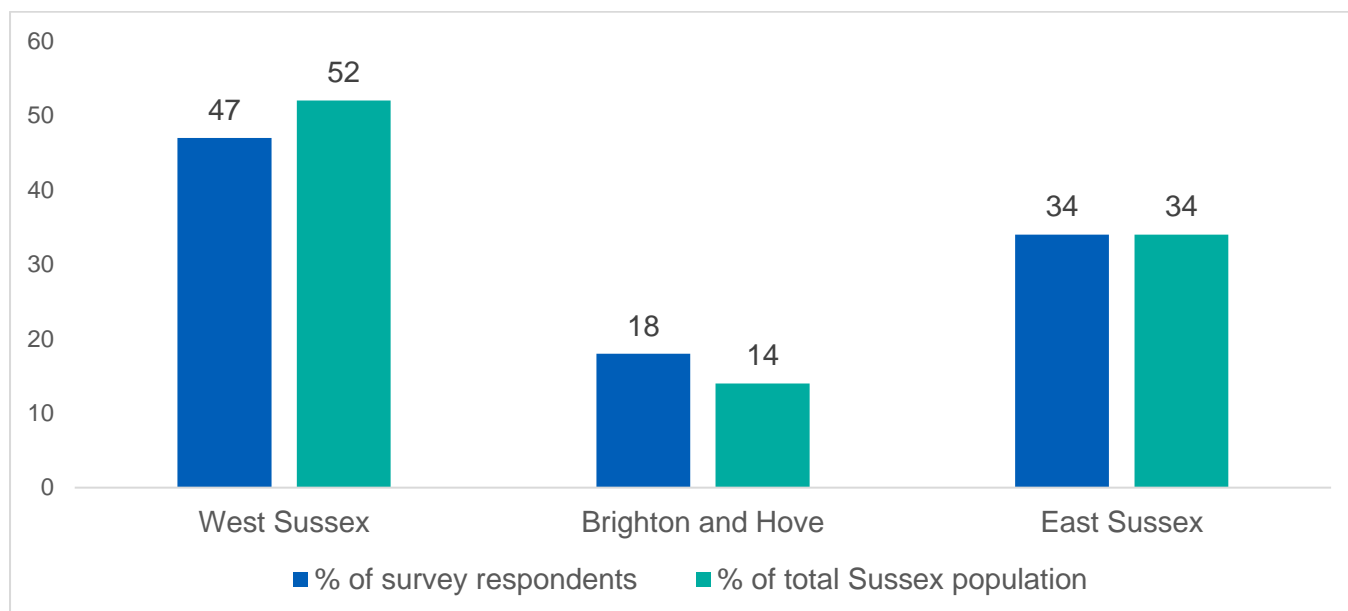
3.0 Demographic data of survey respondents

A total of 179 people responded to this survey from across Sussex. Below is the demographic data of the participants who took part in this survey.

3.1 Geography (A) – total number of survey respondents from each area of Sussex

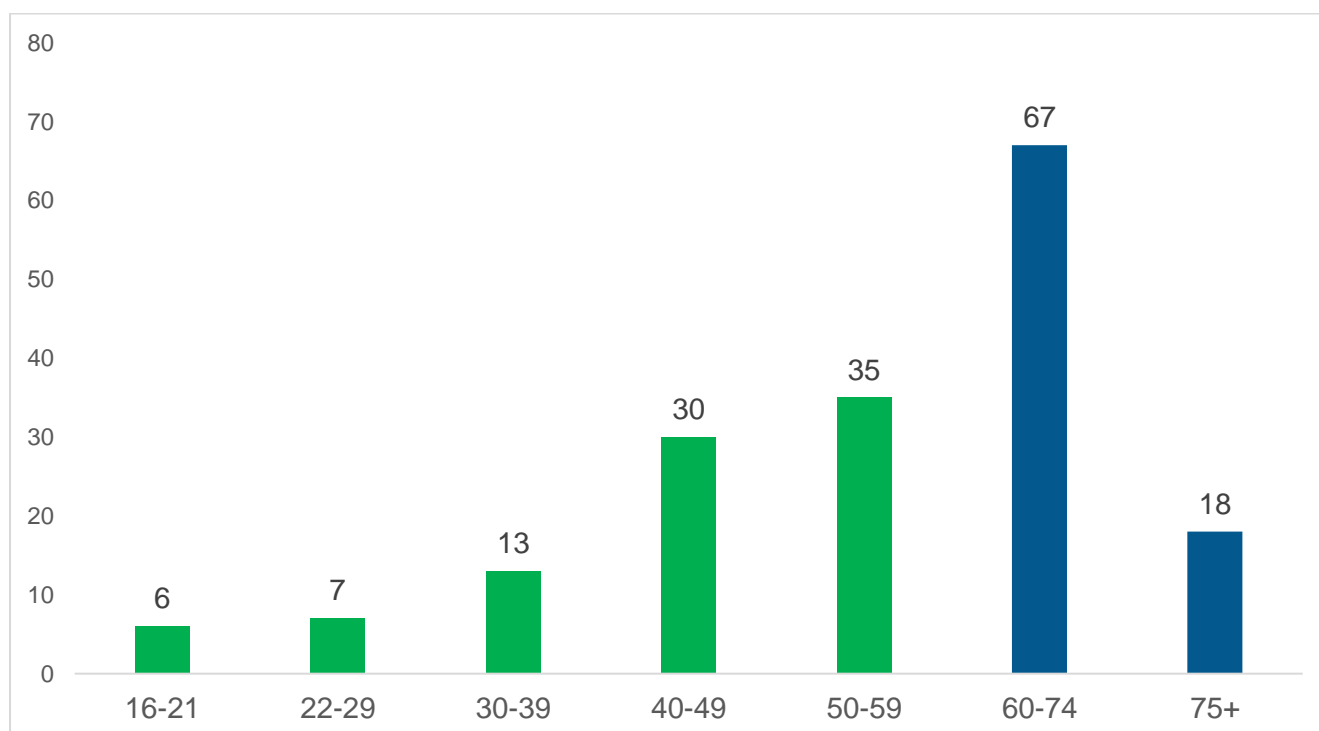


Geography (B) - percentage of survey participants in each region of Sussex compared with the percentage of total Sussex population in each of the three areas (East Sussex, Brighton & Hove and West Sussex).



The graph above indicates that the spread of people who responded to the survey was fairly evenly matched to the spread of people from across Sussex, which is what the Sussex People's Panel aims to achieve when involving the public in engagement on health and care services.

3.2 Age



The Sussex People's Panel is only one method of a wide range of ways in which the Sussex Health and Care Partnership are able to hear the views and experiences of people using local services, what the issues are that people face and what solutions would help to improve services for all.

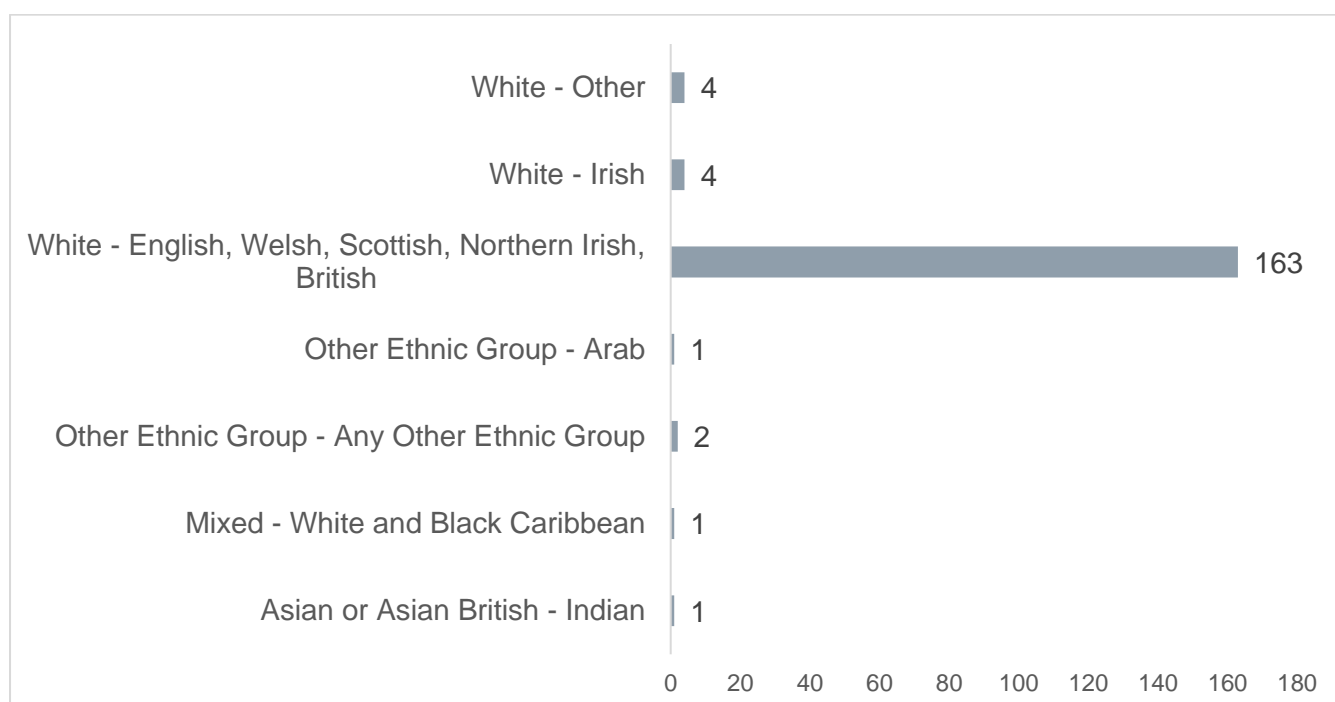
A main focus for the Sussex People's Panel is to enable us to hear the views of a younger cohort of residents from across the county, aged between 16 and 59 years of age, through the use of online surveys. We are focussing on hearing from younger people through this method of engagement, as we seldom hear people within this age group through our other engagement and public involvement activity.

When this survey was sent to the panel members, the membership held a higher number of younger people to maximise the chances of us hearing from people aged below 60. In total, 76% of the Sussex People's Panel at the time of sending the first survey was aged between 16 and 59, which is a much higher representation than the percentage of Sussex residents who are aged in this age group (53% of Sussex residents are aged between 16 and 59).

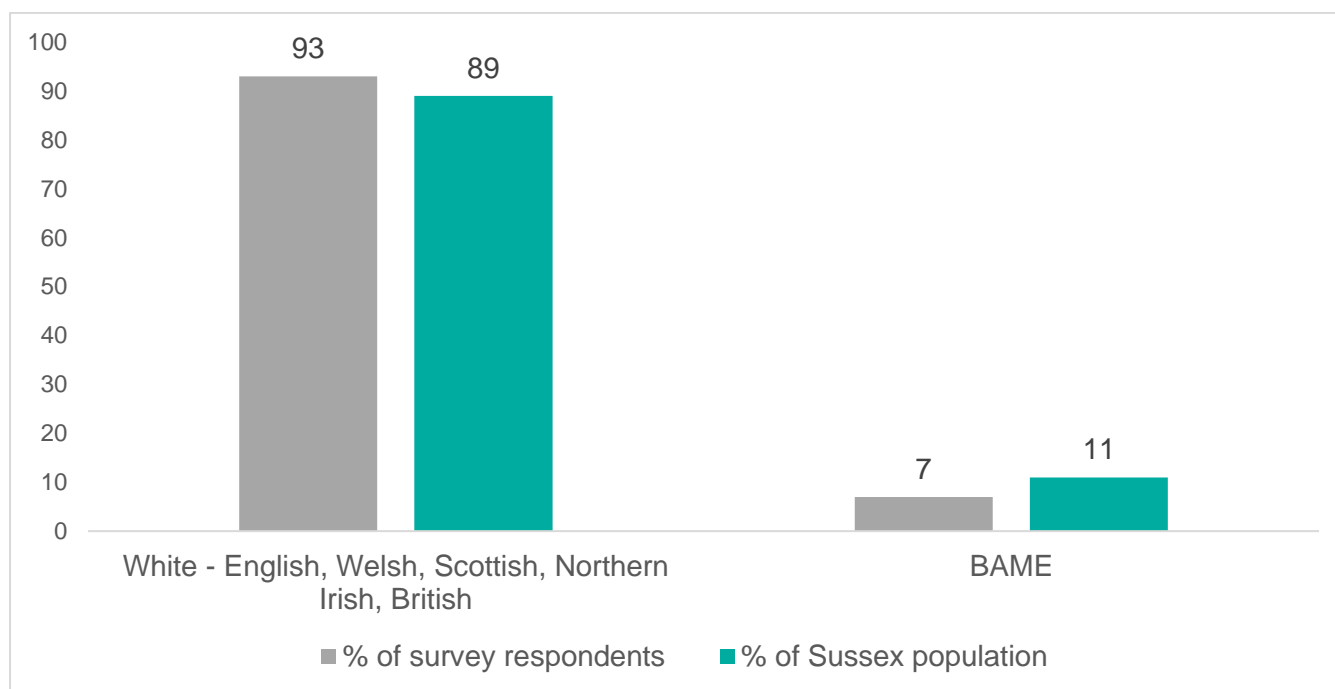
On analysis of the results, we can report that 51% of panel members who took part in this survey were aged between 16 and 59. Although this is not as high as we expected, it does reflect the average age demographic of the county overall, and therefore has enabled us to hear from a higher number of younger people than we usually would through other methods.

To improve on the numbers of younger people we hear from in future surveys, organisations from within the Sussex Health and Care Partnership who are involved in the work of the Sussex People's Panel are going to continue to carry out targeted recruitment of people aged below 60 to the panel, to increase the number of younger people we hear from through the online surveys.

3.3 Ethnicity (A) – self-identified ethnicity of survey participants



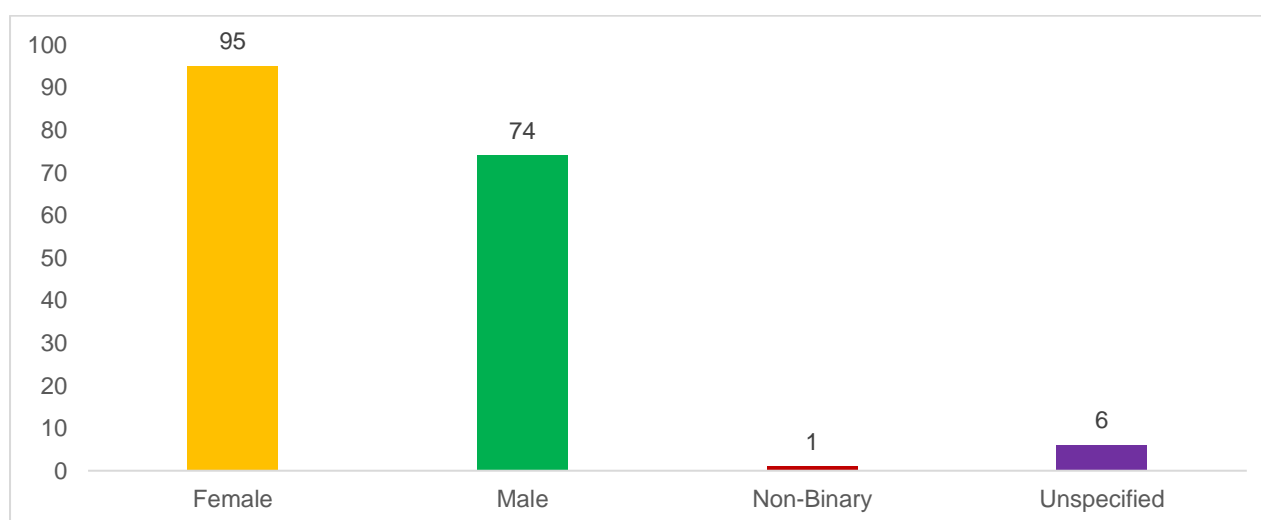
Ethnicity (B) – percentage of self-identified BAME survey respondents compared to average percentage of BAME residents in the total population of Sussex.



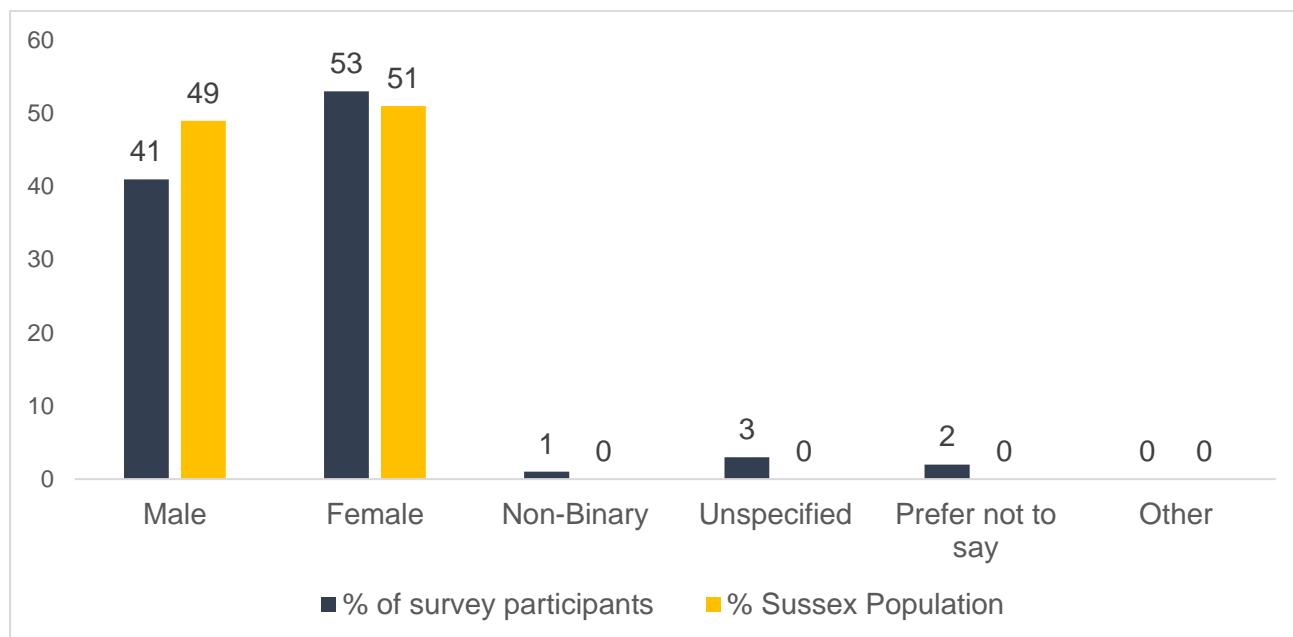
The graph above displays that there is again quite an even spread of people from BAME backgrounds who participated in this survey in comparison to the numbers of BAME residents across Sussex.

The Sussex People's Panel, at the time of sending the survey out to members, had a BAME representation of 12% of the total membership. However, as not everyone will respond to every survey, we can only monitor the number of people who feed in their experiences and ensure that we continue to hold a fair representation of BAME residents in the panel to maximise the chance of us receiving feedback from this cohort of residents.

3.4 Gender (A) - total number of survey respondents by self-identified gender



Gender (B) – percentage of people responding to the survey compared to the percentage of people from across the Sussex population, divided by gender



As is often seen in our other engagement methods, a higher number of females have responded to the survey in comparison to males, yet there is still quite an even spread in comparison to the percentages within the Sussex population.

The gender breakdown within the demographics of the Sussex People's Panel membership will continue to be analysed, and targeted recruitment will continue as the membership grows to ensure it remains representative of the demographics of the total Sussex population.

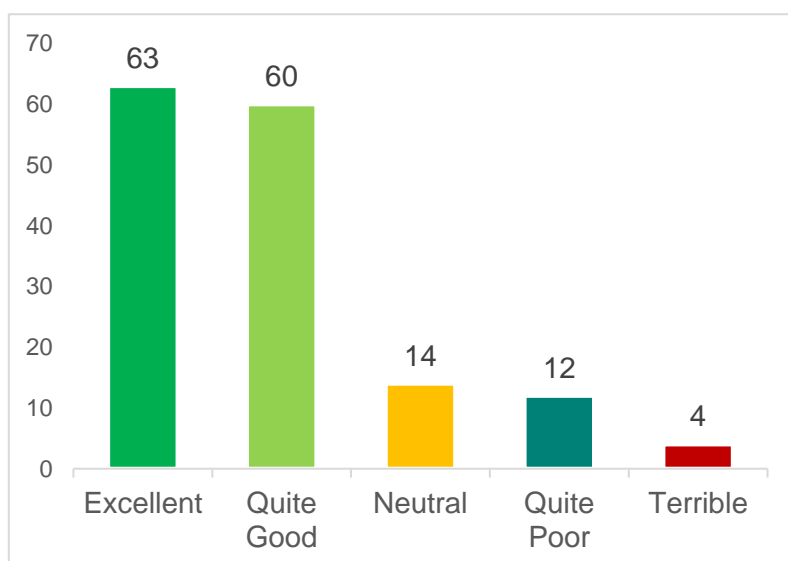
4.0 Survey questions and responses

4.1 Which of these services have you accessed in the last 6 months, and how would you rate your experience of using them?

Rating scale of 1 = very poor to 5 = excellent for each option (along with N/A)

4.1.1 – GP Care

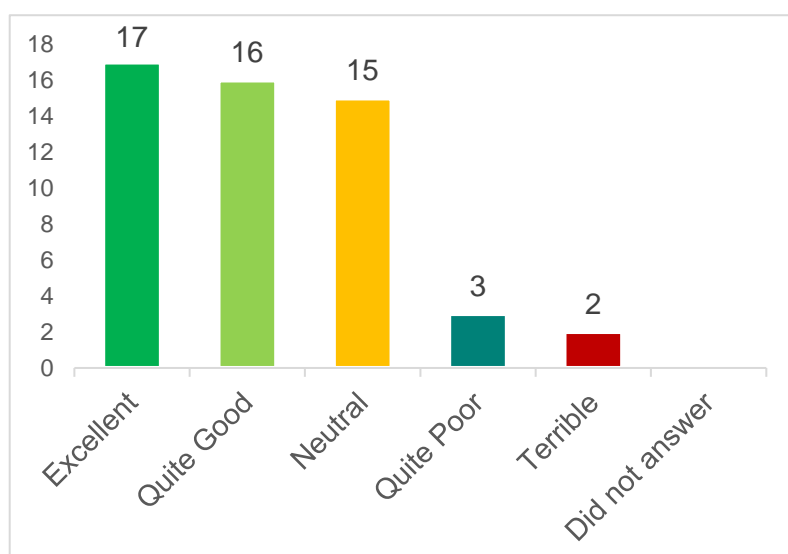
153 people responded to this question



Excellent	63 (41.18%)
Quite Good	60 (39.22%)
Neutral	14 (9.15%)
Quite Poor	12 (7.84%)
Terrible	4 (2.61%)
Did not answer	0 (0.00%)

4.1.2 – NHS111

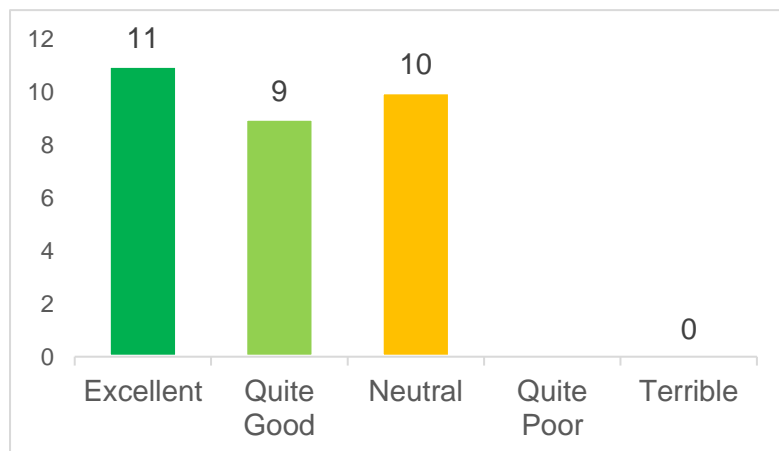
53 people responded to this question



Excellent	17 (32.08%)
Quite Good	16 (30.19%)
Neutral	15 (28.30%)
Quite Poor	3 (5.66%)
Terrible	2 (3.77%)

4.1.3 – Cancer Services

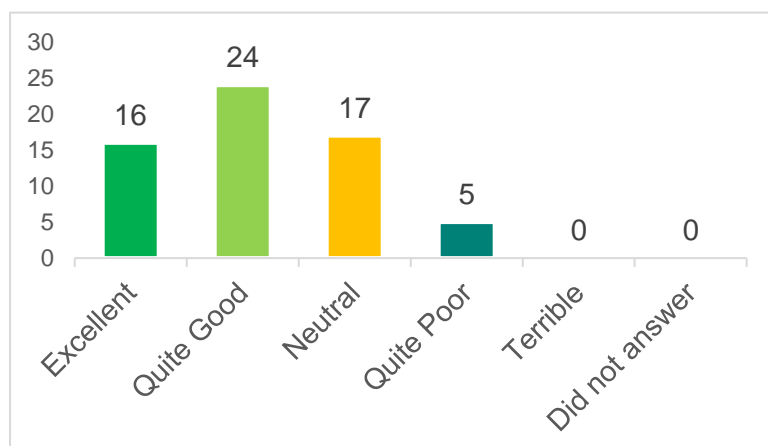
30 people responded to this question



Excellent	11 (36.67%)
Quite Good	9 (30.00%)
Neutral	10 (33.33%)
Quite Poor	0 (0.00%)
Terrible	0 (0.00%)

4.1.4 – A&E

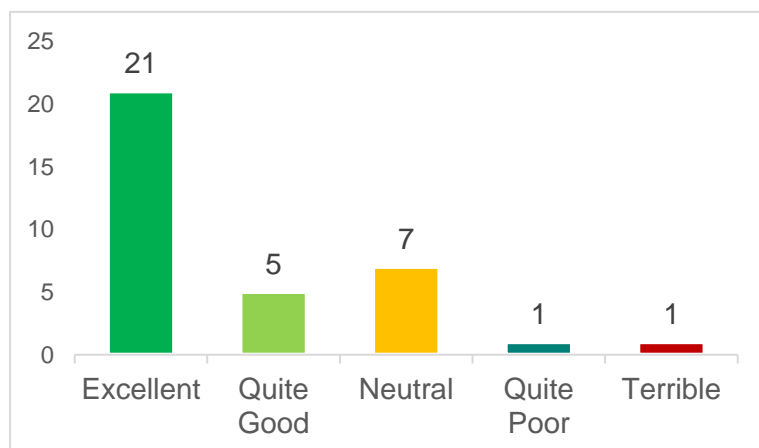
62 people responded to this question.



Excellent	16 (25.81%)
Quite Good	24 (38.71%)
Neutral	17 (27.42%)
Quite Poor	5 (8.06%)
Terrible	0 (0.00%)
Did not answer	0 (0.00%)

4.1.5 – Ambulance Service (i.e. 999)

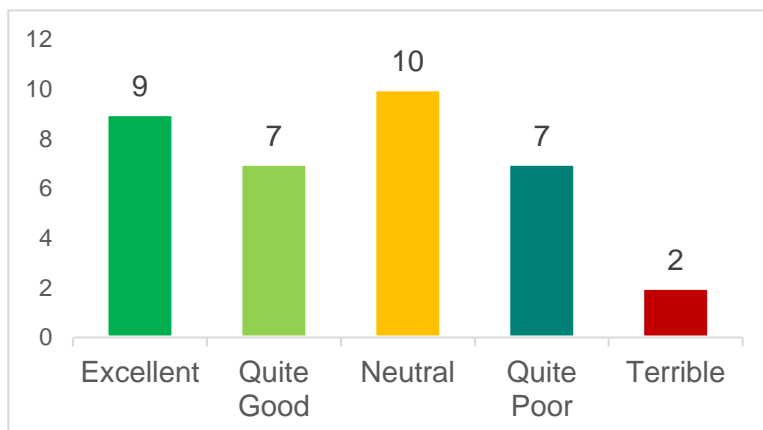
35 people responded to this question



Excellent	21 (60.00%)
Quite Good	5 (14.29%)
Neutral	7 (20.00%)
Quite Poor	1 (2.86%)
Terrible	1 (2.86%)

4.1.6 – Mental Health Services

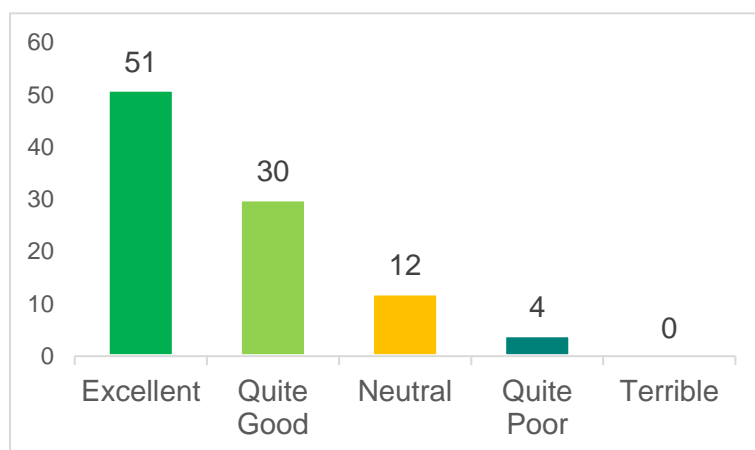
35 people responded to this question.



Excellent	9 (25.71%)
Quite Good	7 (20.00%)
Neutral	10 (28.57%)
Quite Poor	7 (20.00%)
Terrible	2 (5.71%)

4.1.7 – Pharmacy

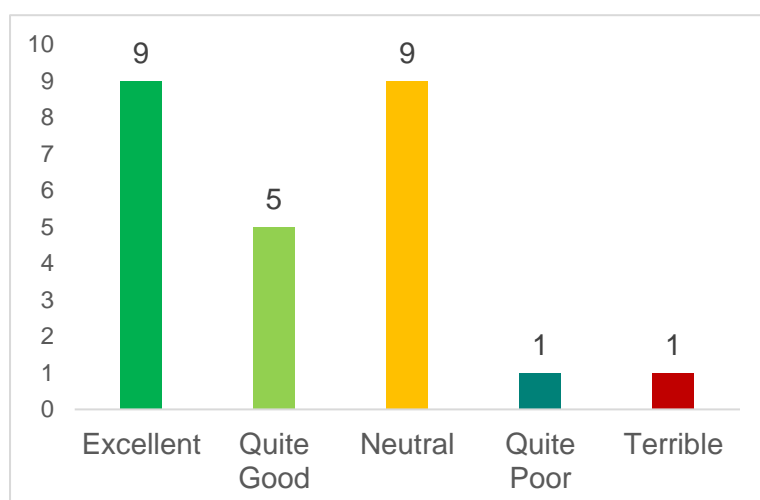
97 people responded to this question.



Excellent	51 (52.58%)
Quite Good	30 (30.93%)
Neutral	12 (12.37%)
Quite Poor	4 (4.12%)
Terrible	0 (0.00%)

4.1.8 – Urgent Treatment Centre

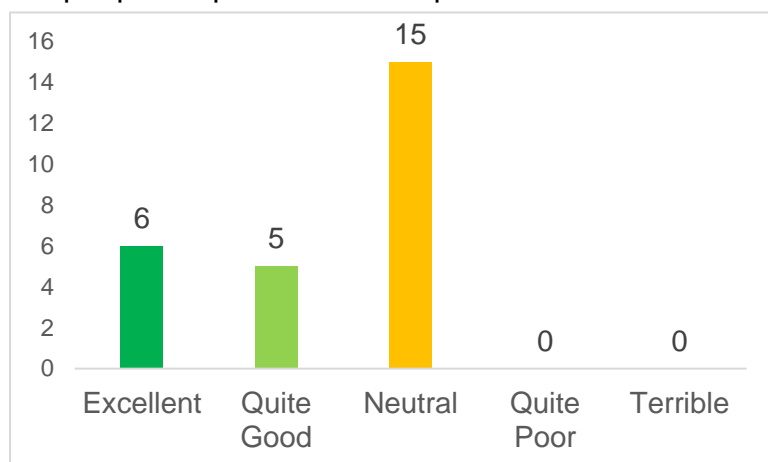
25 people responded to this question.



Excellent	9 (36.00%)
Quite Good	5 (20.00%)
Neutral	9 (36.00%)
Quite Poor	1 (4.00%)
Terrible	1 (4.00%)

4.1.9 - Non-emergency Patient Transport (to access hospital appointments)

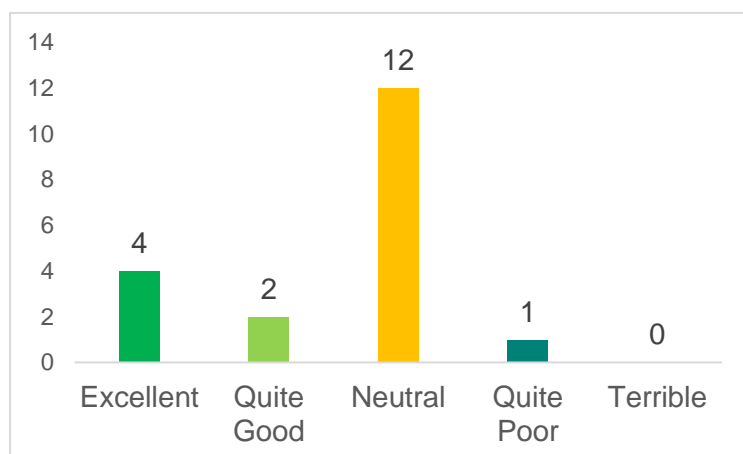
26 people responded to this question.



Excellent	6 (23.08%)
Quite Good	5 (19.23%)
Neutral	15 (57.69%)
Quite Poor	0 (0.00%)
Terrible	0 (0.00%)

4.1.10 – Maternity Services

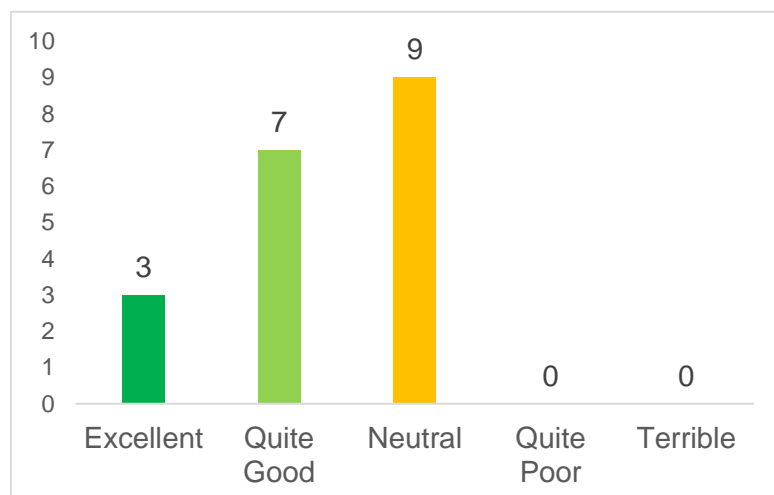
19 people responded to this question.



Excellent	4 (21.05%)
Quite Good	2 (10.53%)
Neutral	12 (63.16%)
Quite Poor	1 (5.26%)
Terrible	0 (0.00%)

4.1.11 – Sexual Health Clinic

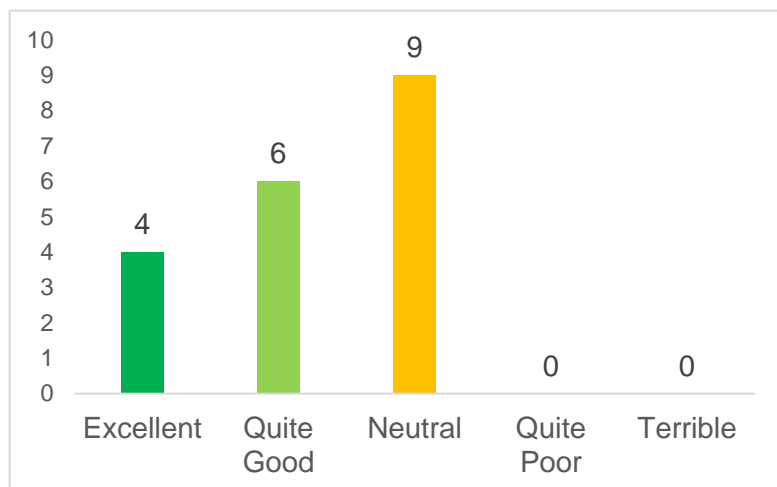
19 people responded to this question.



Excellent	3 (15.79%)
Quite Good	7 (36.84%)
Neutral	9 (47.37%)
Quite Poor	0 (0.00%)
Terrible	0 (0.00%)

4.1.12 – Minor Injuries Unit

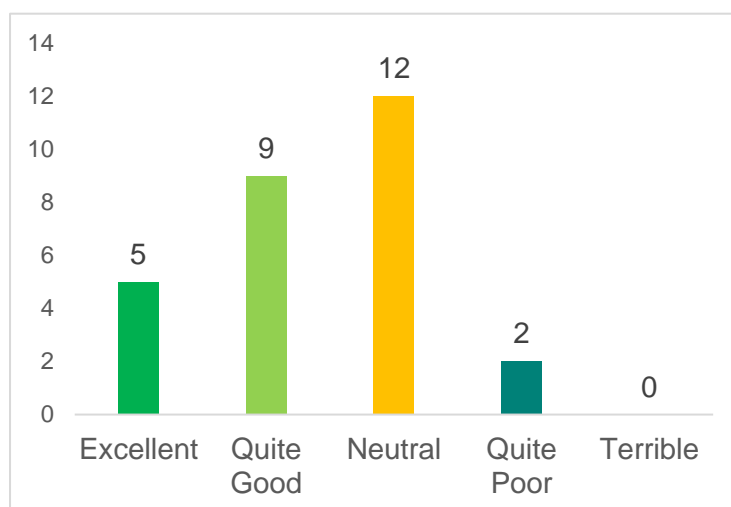
19 people responded to this question.



Excellent	4 (21.05%)
Quite Good	6 (31.58%)
Neutral	9 (47.37%)
Quite Poor	0 (0.00%)
Terrible	0 (0.00%)

4.1.13 – Walk-In Centre

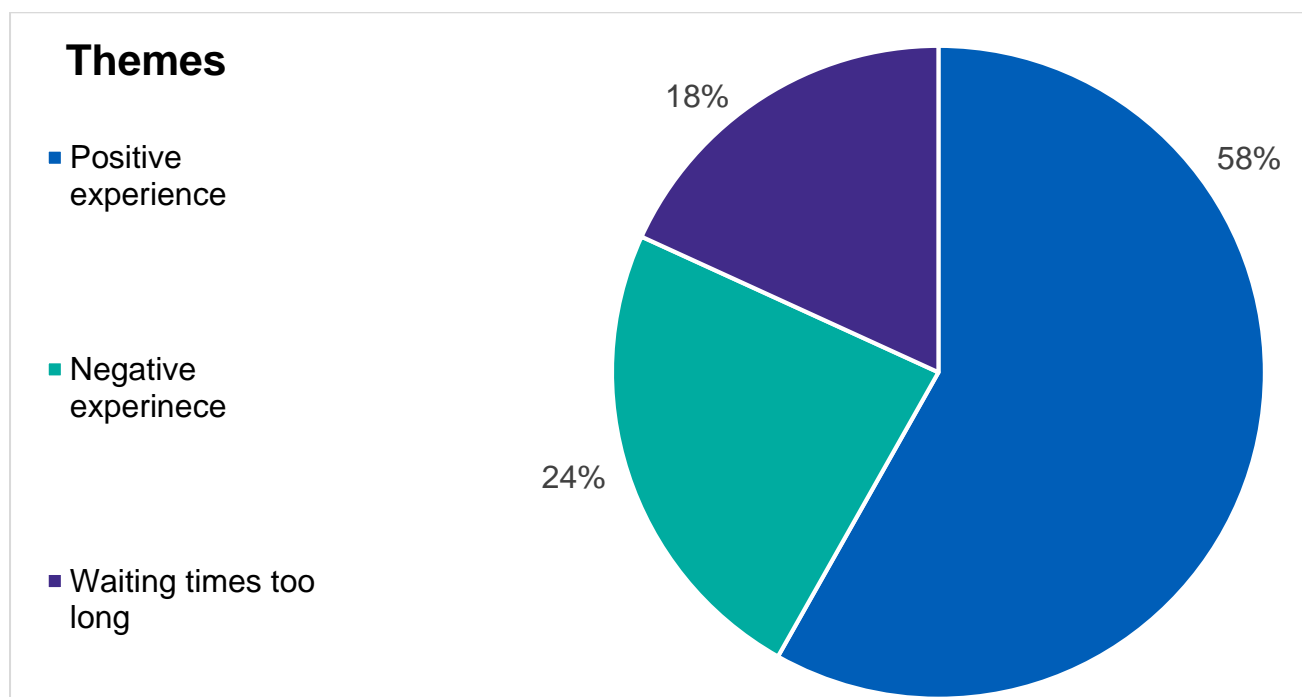
28 people responded to this question.



Excellent	5 (17.86%)
Quite Good	9 (32.14%)
Neutral	12 (42.86%)
Quite Poor	2 (7.14%)
Terrible	0 (0.00%)

4.2 Are there any other services you have accessed in Sussex that you would like to tell us about? How was your overall experience of using them?

This was a free text question and 55 people responded. Responses were broken down into three themes as shown in the pie chart below.



“Urology; excellent in all areas”

The majority of respondents used this space to tell us about positive experiences they’ve had using NHS services (58%). Each respondent cited a different service so further analysis was not possible.

Negative experiences (24%) were again reported across a number of specialities with some people feeling that they were not offered the right treatment/ diagnostics (i.e. scan) which had a detrimental effect on their condition. Of the respondents reporting a negative experience, some reported a delayed or

missed diagnoses (5%) and 4%

were in relation to not being able to see the right clinician (i.e. seeing a different clinician each time, feeling that nurse-led clinics should be doctor-led).

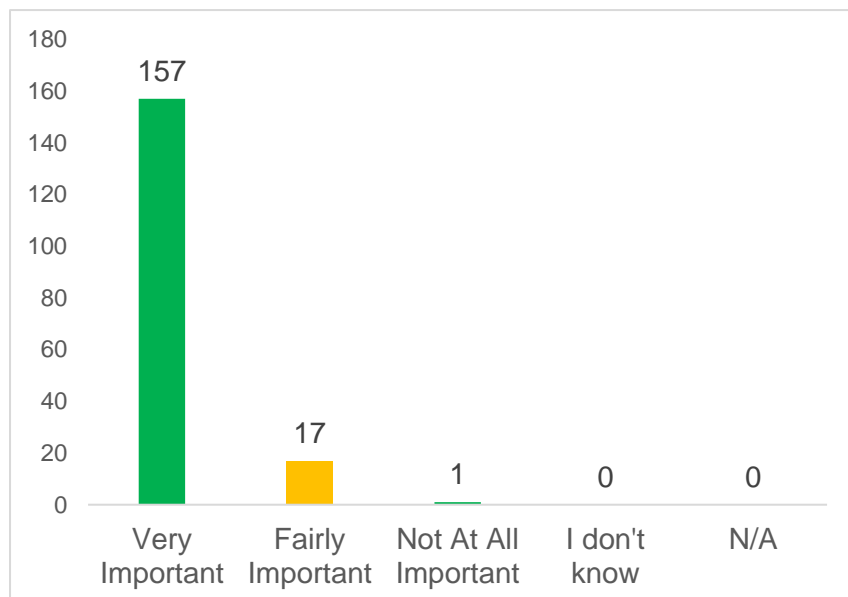
Lengthy waiting times for treatment were reported by 18% of respondents, some feeling that their condition had deteriorated whilst waiting for treatment.

“Very disappointing GP, mainly because the bigger the practice the less likely you will ever see the same

“Physiotherapist. Waited eight months for appointment owing to the department having a backlog. When I did get the appointment the treatment

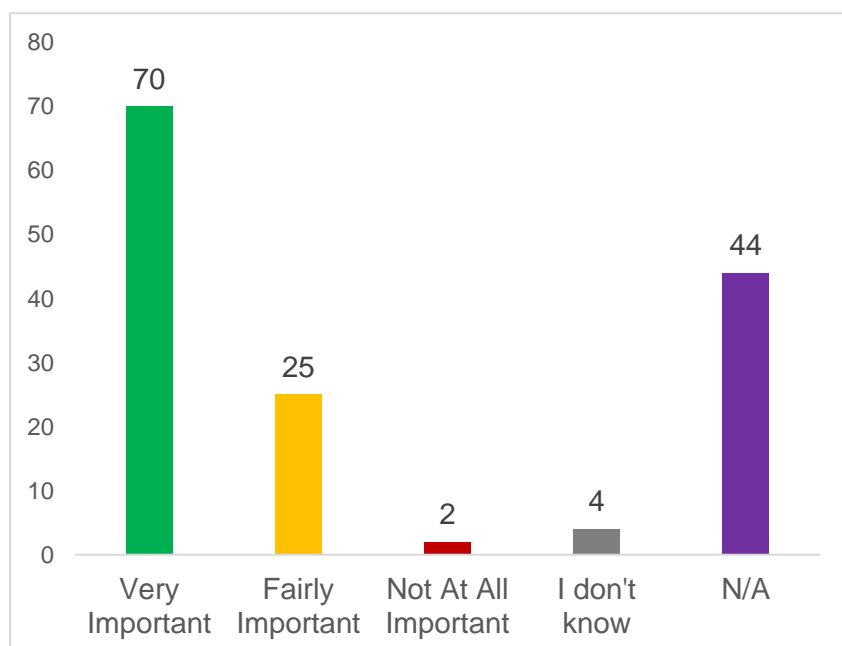
4.3 These are some of the key longer-term priorities for local Health and Care services. Which areas listed below are most important to you and your family? (Very important / fairly important / not at all important / don't know)

4.3.1 – GP Care. 175 people responded to this question.



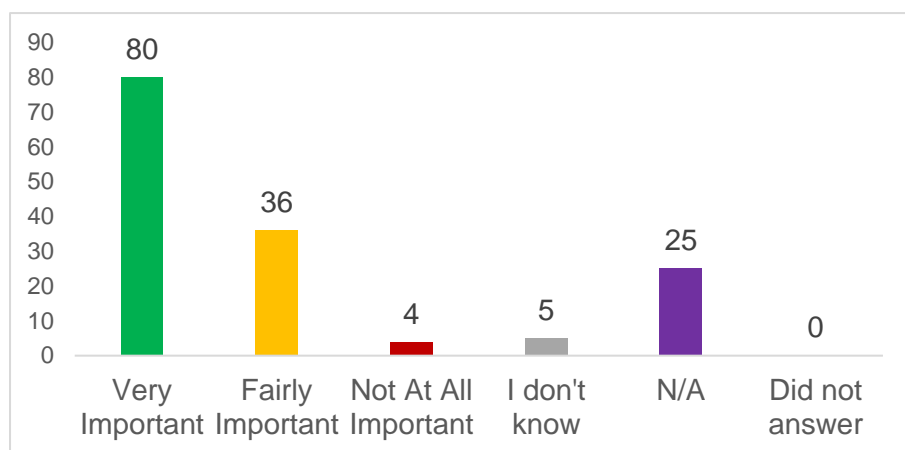
Very Important	157 (89.71%)
Fairly Important	17 (9.71%)
Not At All Important	1 (0.57%)
I don't know	0 (0.00%)
N/A	0 (0.00%)
Did not answer	0 (0.00%)

4.3.2 - Cancer care. 145 people responded to this question.



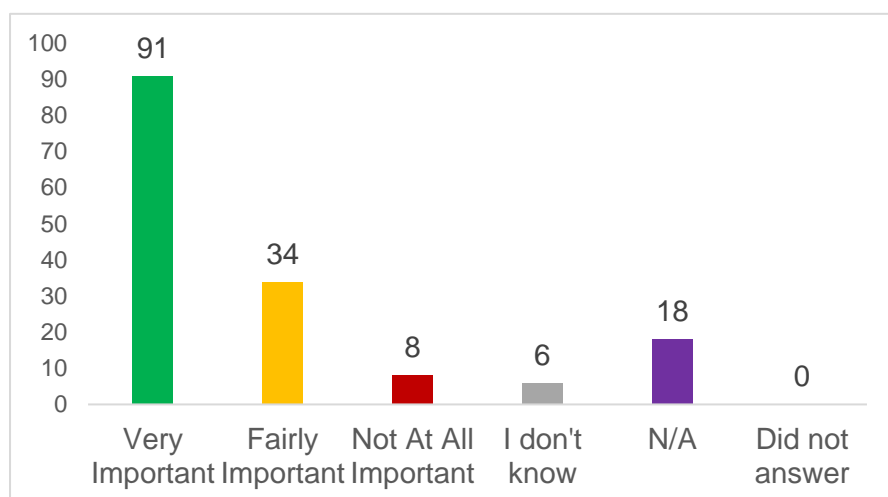
Very Important	70 (48.28%)
Fairly Important	25 (17.24%)
Not At All Important	2 (1.38%)
I don't know	4 (2.76%)
N/A	44 (30.34%)
Did not answer	0 (0.00%)

4.3.3 - Mental Health and Wellbeing services. 150 people responded to this question.



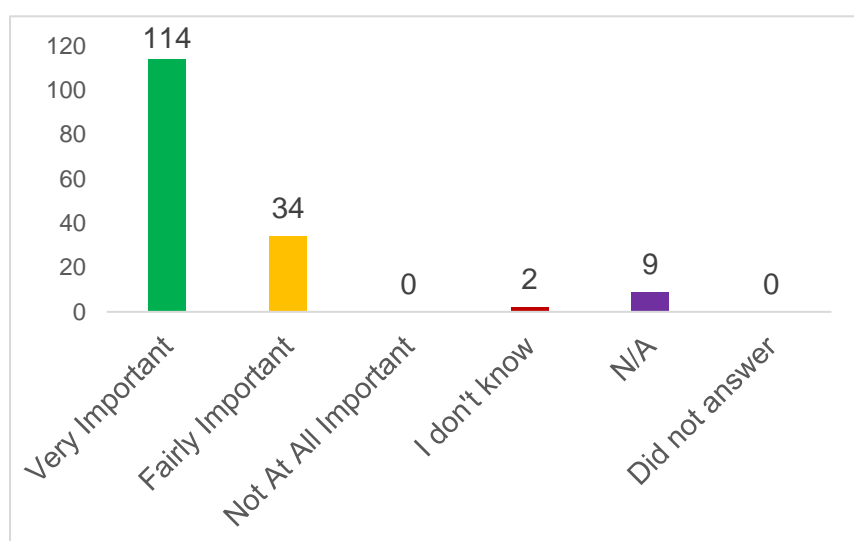
Very Important	80 (53.33%)
Fairly Important	36 (24.00%)
Not At All Important	4 (2.67%)
I don't know	5 (3.33%)
N/A	25 (16.67%)
Did not answer	0 (0.00%)

4.3.4 - Support to manage long term conditions. 157 people responded.



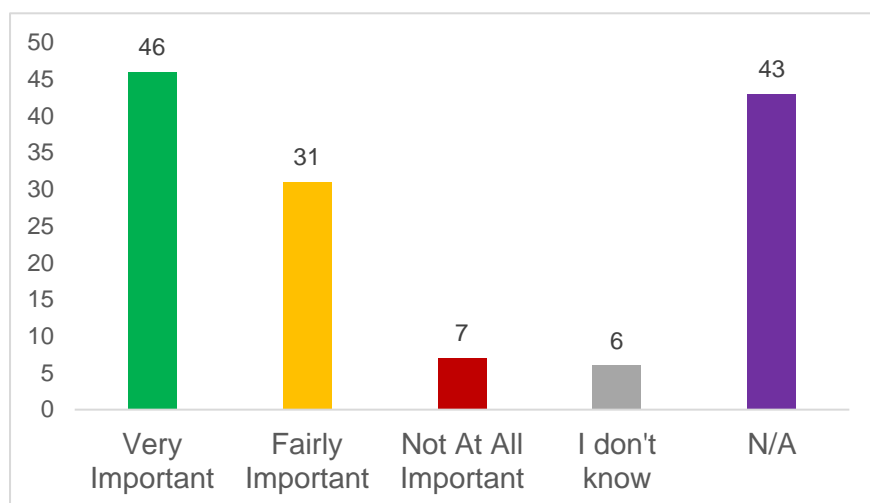
Very Important	91 (57.96%)
Fairly Important	34 (21.66%)
Not At All Important	8 (5.10%)
I don't know	6 (3.82%)
N/A	18 (11.46%)
Did not answer	0 (0.00%)

4.3.5 - Emergency care. 159 people responded to this question.



Very Important	114 (71.70%)
Fairly Important	34 (21.38%)
Not At All Important	0 (0.00%)
I don't know	2 (1.26%)
N/A	9 (5.66%)
Did not answer	0 (0.00%)

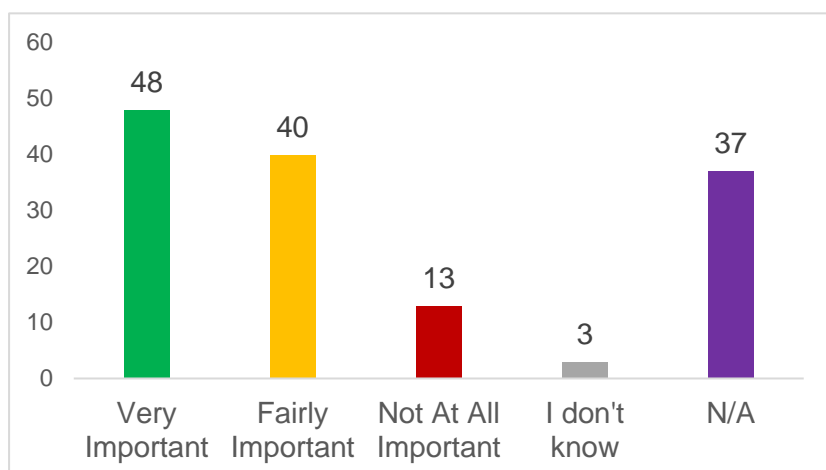
4.3.6 - Dementia care. 133 people responded to this question.



Very Important	46 (34.59%)
Fairly Important	31 (23.31%)
Not At All Important	7 (5.26%)
I don't know	6 (4.51%)
N/A	43 (32.33%)
Did not answer	0 (0.00%)

4.3.7 - Community and Out of Hospital Care

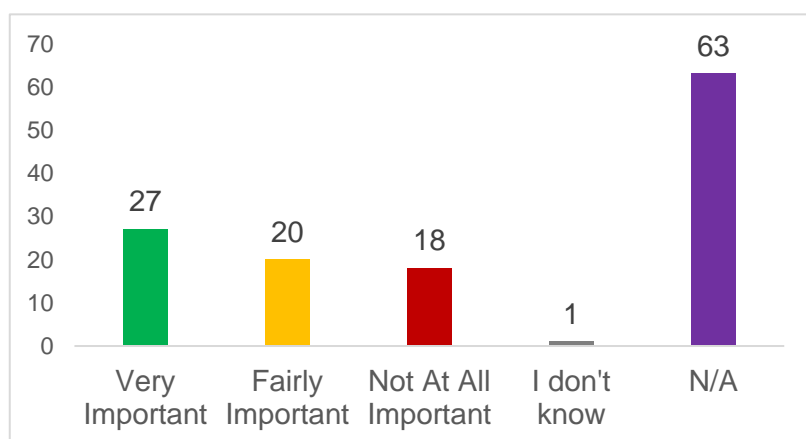
141 people responded to this question



Very Important	48 (34.04%)
Fairly Important	40 (28.37%)
Not At All Important	13 (9.22%)
I don't know	3 (2.13%)
N/A	37 (26.24%)
Did not answer	0 (0.00%)

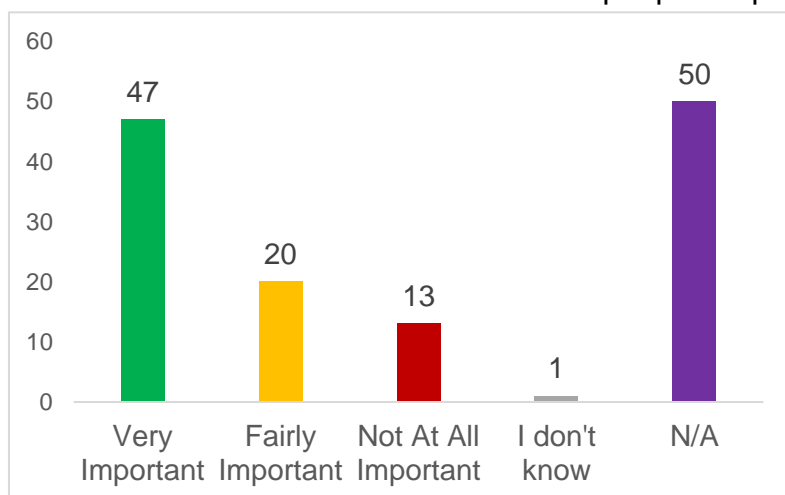
4.3.8 - Maternity care

129 people responded to this question.



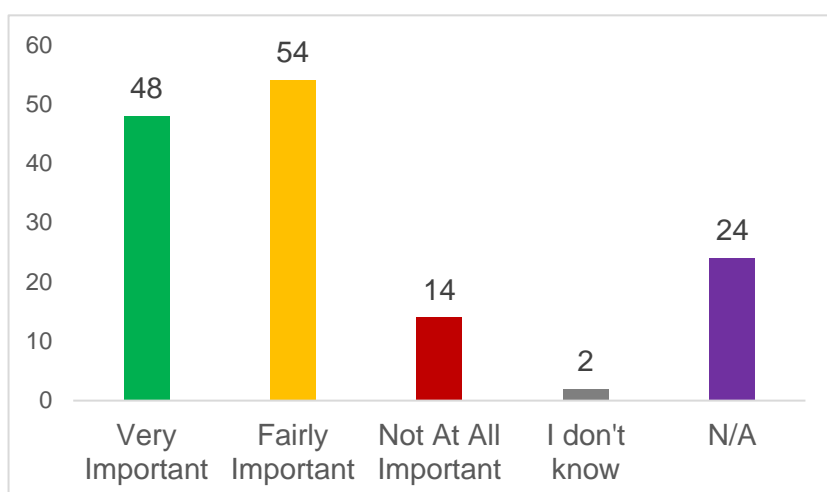
Very Important	27 (20.93%)
Fairly Important	20 (15.50%)
Not At All Important	18 (13.95%)
I don't know	1 (0.78%)
N/A	63 (48.84%)
Did not answer	0 (0.00%)

4.3.9 - Children's services. 131 people responded to this question.



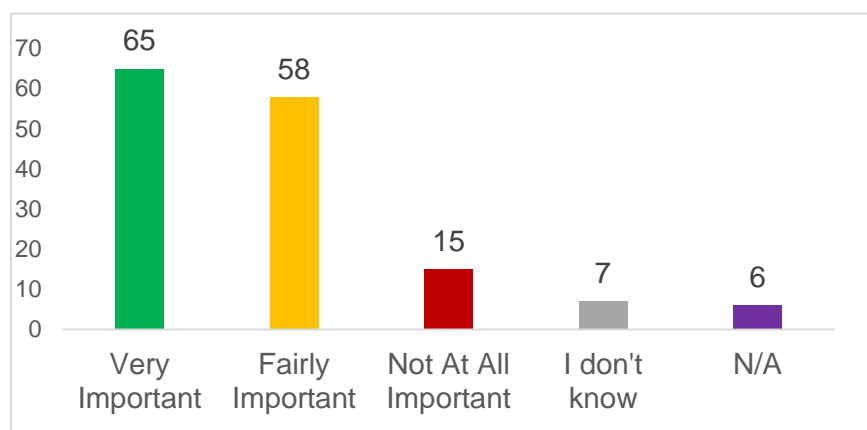
Very Important	47 (35.88%)
Fairly Important	20 (15.27%)
Not At All Important	13 (9.92%)
I don't know	1 (0.76%)
N/A	50 (38.17%)
Did not answer	0 (0.00%)

4.3.10 - Prevention, e.g. helping people to stop smoking, maintain a healthy weight and cancer screening. 142 people responded to this question.



Very Important	48 (33.80%)
Fairly Important	54 (38.03%)
Not At All Important	14 (9.86%)
I don't know	2 (1.41%)
N/A	24 (16.90%)
Did not answer	0 (0.00%)

4.3.11 - Digital services (e.g. online appointments, accessing your online care records and sharing information between services) 151 people responded.



Very Important	65 (43.05%)
Fairly Important	58 (38.41%)
Not At All Important	15 (9.93%)
I don't know	7 (4.64%)
N/A	6 (3.97%)
Did not answer	0 (0.00%)

4.4 Are there any other health and care services that you feel are most important to you and your family?

41 people responded to this question which was broken down into two themes; Access and those who cited a specific service as being important to them. There were a wide range of services listed that were important to people so further analysis is not possible on specific services.

“Seeing the same Doctor more rather always a different one”

“Mental health services are particularly important to me and should be easier to access and faster.”

Effective and timely access to services was cited by 40% of respondents as being important to them and in particular being able to get appointments with GPs and mental health services. Finances were a factor in barriers to access, such as payments for dental treatment and over the counter medicines with people going to see their GP rather than their local pharmacy because they receive free prescriptions and cannot afford to pay at the pharmacy.

There were 60% of respondents who told us about specific services they have used that have supported themselves or their family. Respondents told us about a wide variety of services that they use with Diabetes services, cancer services and Social Care being mentioned most often, some were seeing a number of health and social care services and felt that a better connection between services was needed and is most important to them.

“Health visitors are very important to my family and have been an amazing help.”

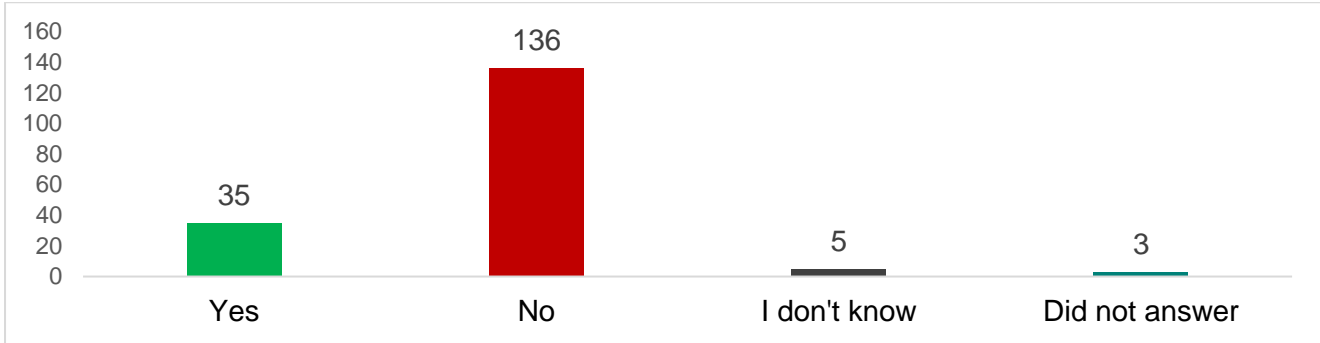
See table below for a list of the services mentioned:

Cancer
End of Life care
Adult Social Care
health visitors
joined up care
diabetes services
Blood test
Local GP service
Social services (not specified)

CAMHS
Young people’s wellbeing services
The Haven
Prevention
Audiology
Dental
Ophthalmology
Coronary care

4.5 Have you gone to A&E for a non-life threatening illness or injury because you were unable to access help elsewhere?

179 people responded to this question.

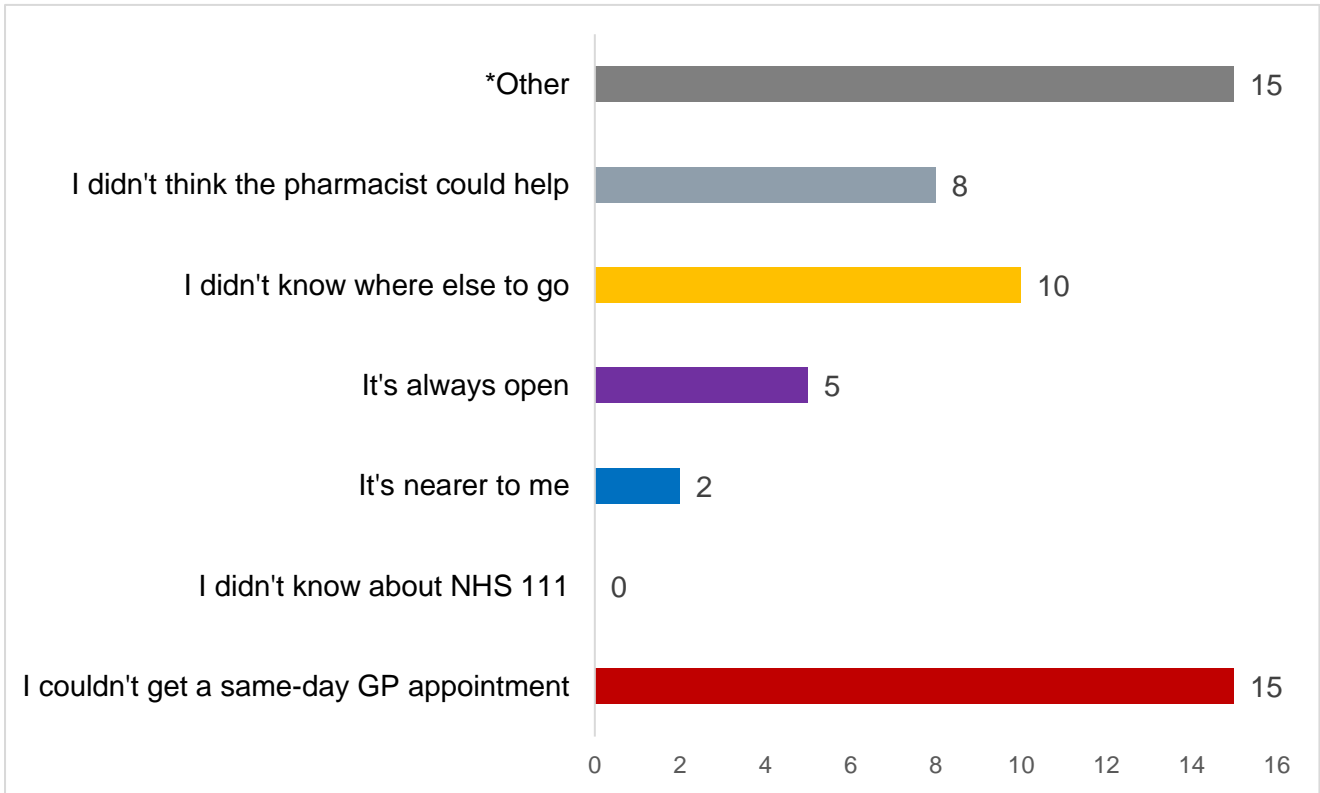


76% of survey participants (136 people) stated that they had not visited A&E for a non-life threatening illness or injury, which is encouraging. However, 20% of respondents (35 people) have gone to A&E when they could not access help anywhere else.

4.6 If yes, why did you choose to go to A&E instead of another service? (tick all that apply)

"I went in crisis with my mental health"

"I couldn't get an emergency dental appointment"



55 people responded to the question, 'if yes, you have visited A&E for a non-life threatening illness or injury, why did you choose to go to A&E instead of another service?'

Of those, 27% (15 people) stated that it was because they were unable to get a GP appointment.

A further 18% of respondents (10 people) stated they did not know where else to go.

"The GP receptionist told us to go to A&E for a badly grazed knee that needed

5 people (9%) said that they went to A&E with a non-life threatening illness or injury because it is always open, and therefore is always available for them to use. 4% of participants (2 people) also stated that they used A&E because it is nearer to them.

"I twisted my ankle very badly on a weekend. Nowhere else to go."

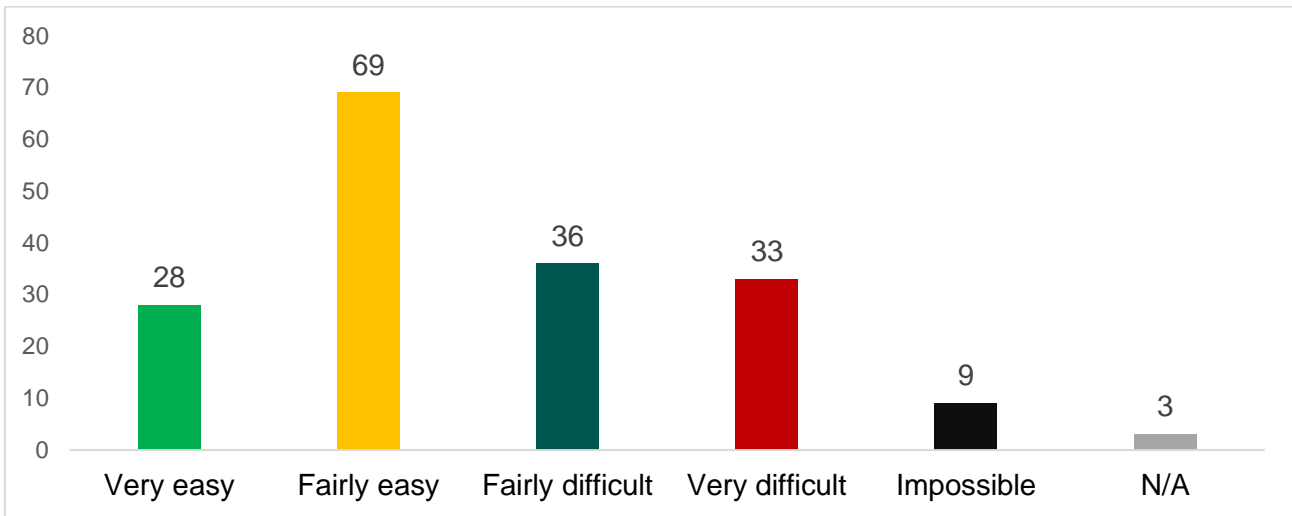
No-one said that they went to A&E because they didn't know about NHS111, however, this may indicate that there could be a lack of awareness of NHS111 as an alternative to using 999 or visiting A&E.

Further comments and 'other' responses:

I had pain in my chest in the early hours of the morning
I was told to go by 111 service
I don't go because you have to wait six hours to be seen.
It was the Eye Hospital
Eye problems
Needed A&E help with diagnostics
I'd broken my leg. It was not life threatening but none of the other services were able to help
NHS 111 advised me to go to A&E
It was late at night.

4.7 How easy do you find it to book a GP appointment that works for you?

179 people responded to this question.



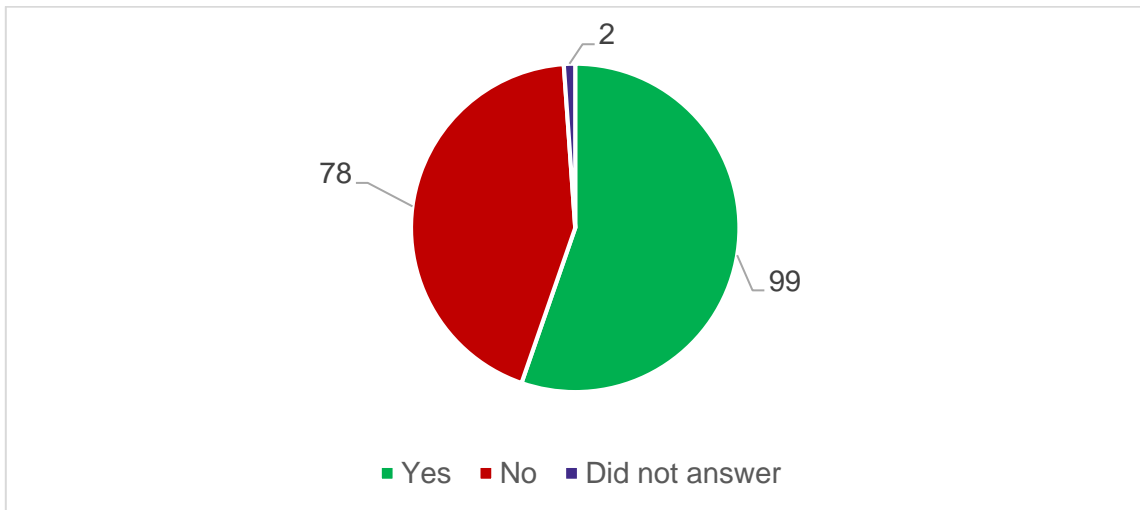
Encouragingly, the majority of survey respondents (97 people, 54%) either find it very easy or fairly easy to book a GP appointment that works for them.

However, 39% of people responding to this questions said they either find it fairly difficult (20%) or very difficult (19%) to book an appointment with their GP.

9 people (5%) said they found it impossible to book an appointment that works for them.

4.8 Did you know that you can now book a GP appointment during evenings and at the weekend?

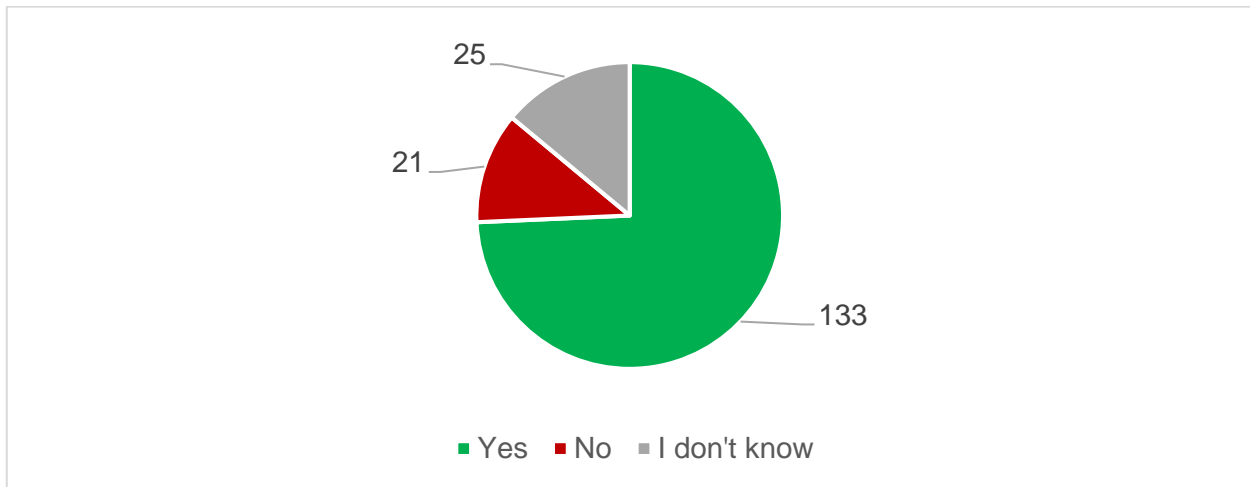
179 people responded to this question.



The majority of participants (55%) were aware that they could book a GP appointment during the evening or at the weekend. However, a further 44% (78 people) did not know that this was an option for them.

4.9 Do you think being able to book a GP appointment during evenings or at the weekend might prevent people from using A&E?

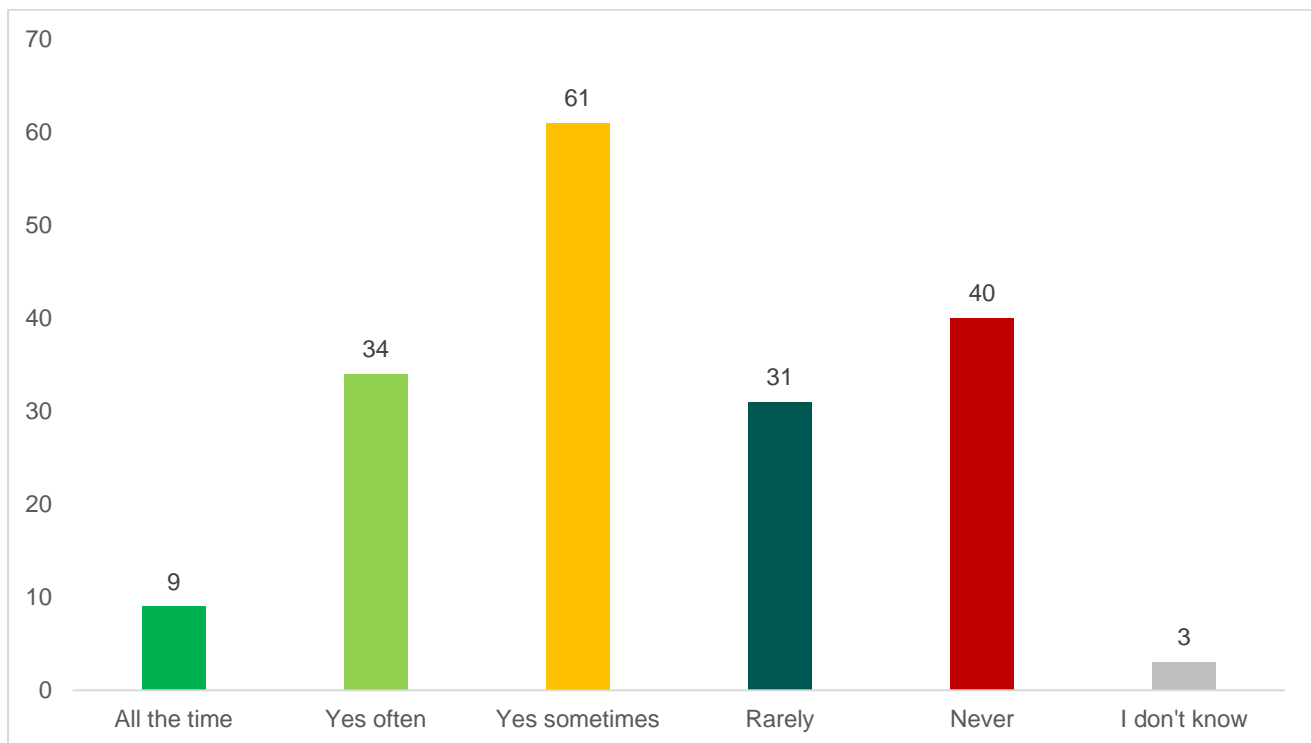
179 people responded to this question.



Almost three quarters of respondents (74%) thought that being able to book a GP appointment over the weekend or in the evening would prevent people from using A&E. A further 21 people (12%) didn't think this would prevent people using A&E and 14% didn't know.

4.10 Have you delayed or avoided accessing healthcare support even though you felt you needed it?

179 people responded to this question.



“I very rarely go to the doctors (I have a back-up of things that need attending to) because it's too hard to get an appointment.”

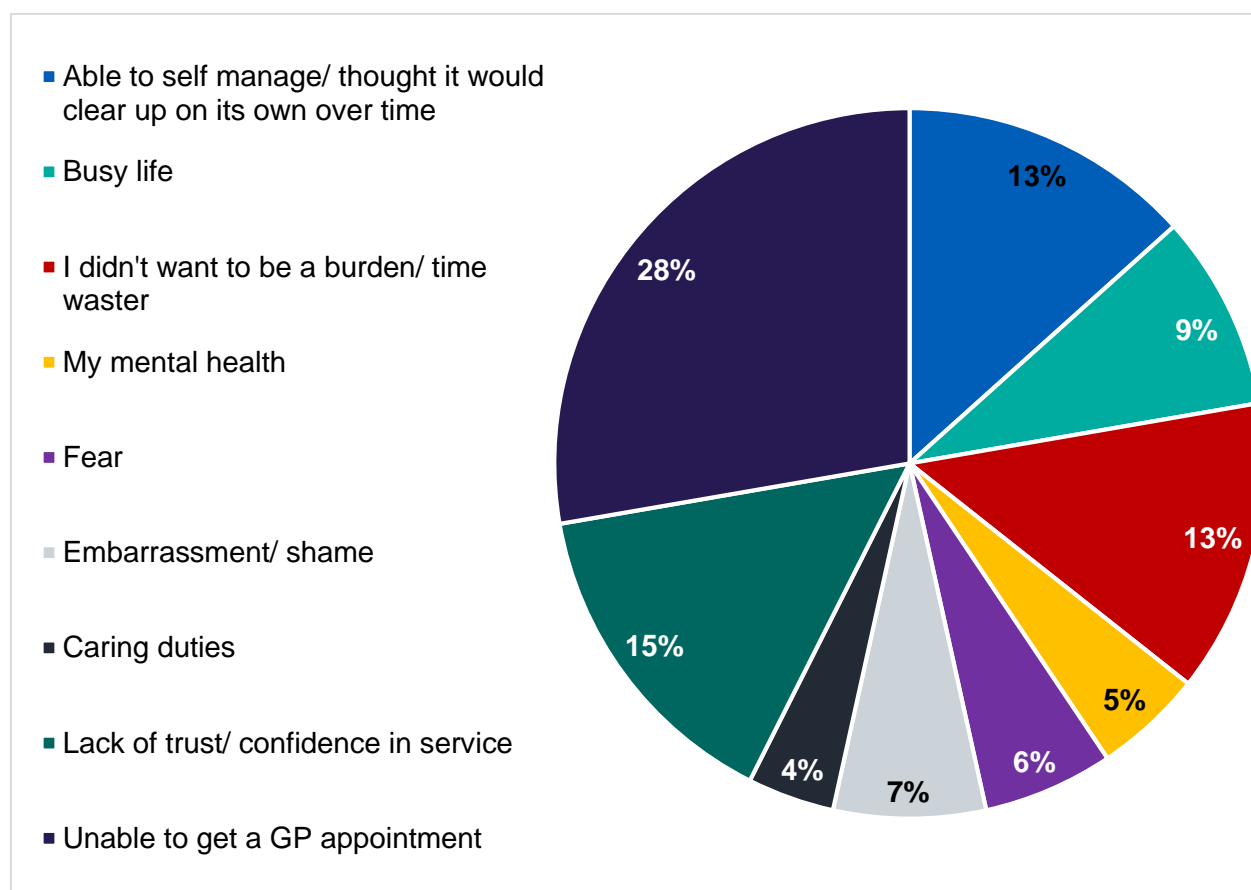
When asked whether they had avoided accessing healthcare support, 58% of survey participants stated that they had not sought help even though they needed it, either all the time (5%), often (19%) or sometimes (34%).

31 people (17%) rarely avoided accessing the help they need, and an encouraging 22% (40 people) never delayed seeking healthcare support should they need it.

4.11 If you have delayed or avoided accessing healthcare support even though you felt you needed it, please tell us a bit more below

87 people responded to this question.

This was a free text question of which 87 people answered. The responses have been broken down into the themes as shown in the pie chart below.



Always hard to get an appointment and often doctor makes you feel

Nearly 1/3 of respondents reported that they did not access support when they needed it due to difficulties getting an appointment with their GP (28%) and of those 6% specifically mentioned waiting times as a barrier, many also said that they understood how busy GPs are and felt others needed the appointment more than them. A further 9% were too mentally unwell to attend an appointment or felt too anxious to make an appointment.

There were 13% of respondents who said that they didn't access support because they thought that the ailment would clear up on its own with self-management and time but some said that poor access to appointments at their GP practice was a factor in their decision not to seek help.

A busy everyday life was a barrier for 9% of respondents to accessing support when they needed it and people mentioned both work and family responsibilities, a further 4% cited duties as a carer (of their children and/or relatives) have prevented them from taking care of their own health needs.

There were 15% who described a lack of trust in services for not seeking help when needed and this varied from having a past bad experience, such as receiving an incorrect diagnosis / bad advice in the past or lack of confidence that the clinician could/ would be able to support them. A few of these (4%) said that they found GP receptionists a barrier and felt that they need to go through an unnecessary interrogation in order to get an appointment.

"Little faith in services for mental health issues such as depression and anxiety"

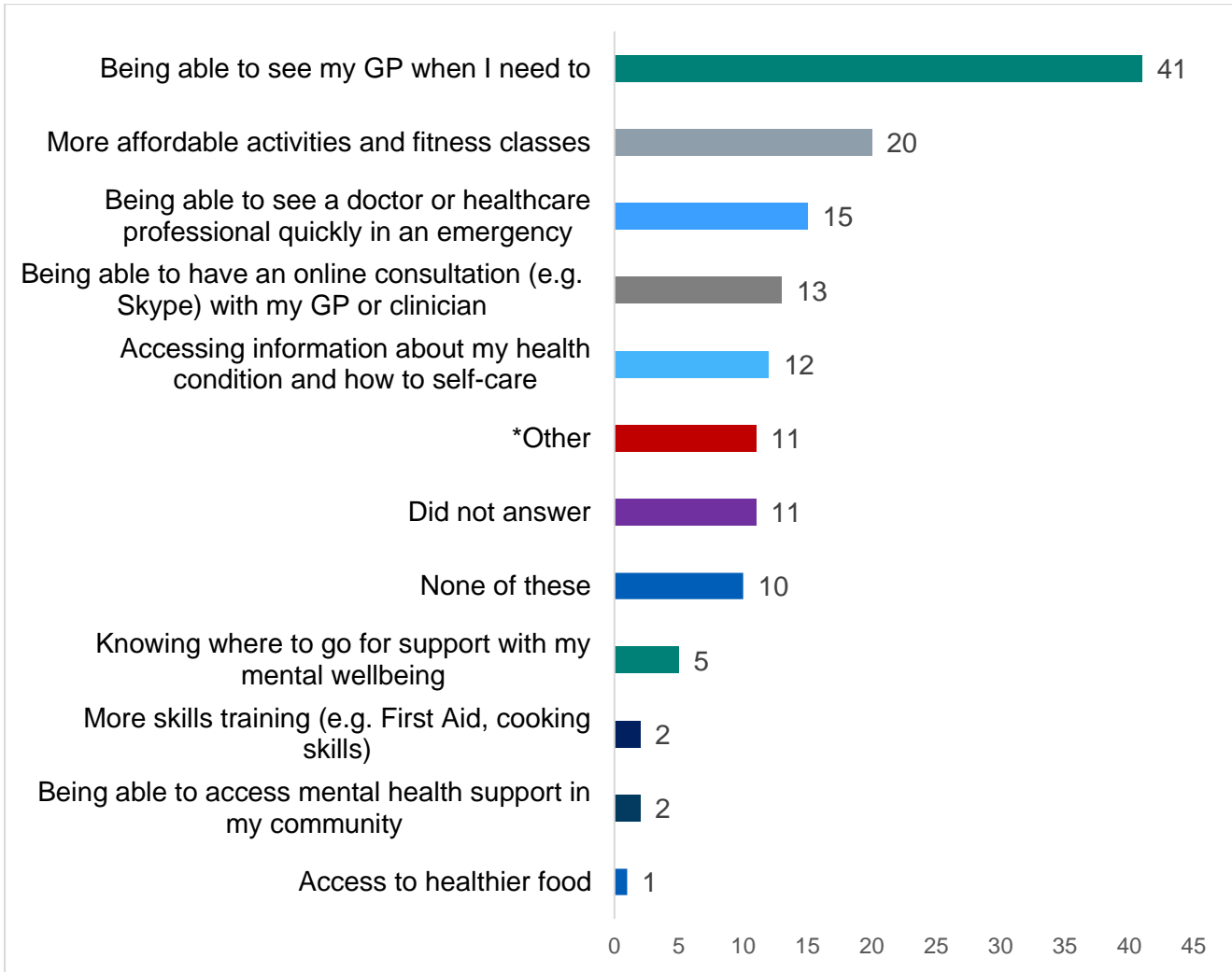
There was a large percentage (13%) who did not want to be a burden or inconvenience and thought that other people needed the appointment more or that they didn't want to be seen as a timewaster.

"I had a pilonidal sinus, but I was too embarrassed to tell anyone about it for 4 months so it got to the point where I was sick from infection."

Fear also prevented people from seeking help (6%), both fear of the diagnosis or fear of the treatment were mentioned. A further 7% were too embarrassed or ashamed to seek help and this was particularly relevant for mental health issues or where stigma might be attached.

4.12 Which of these would help you take better care of your own health?

(Please select all that apply)



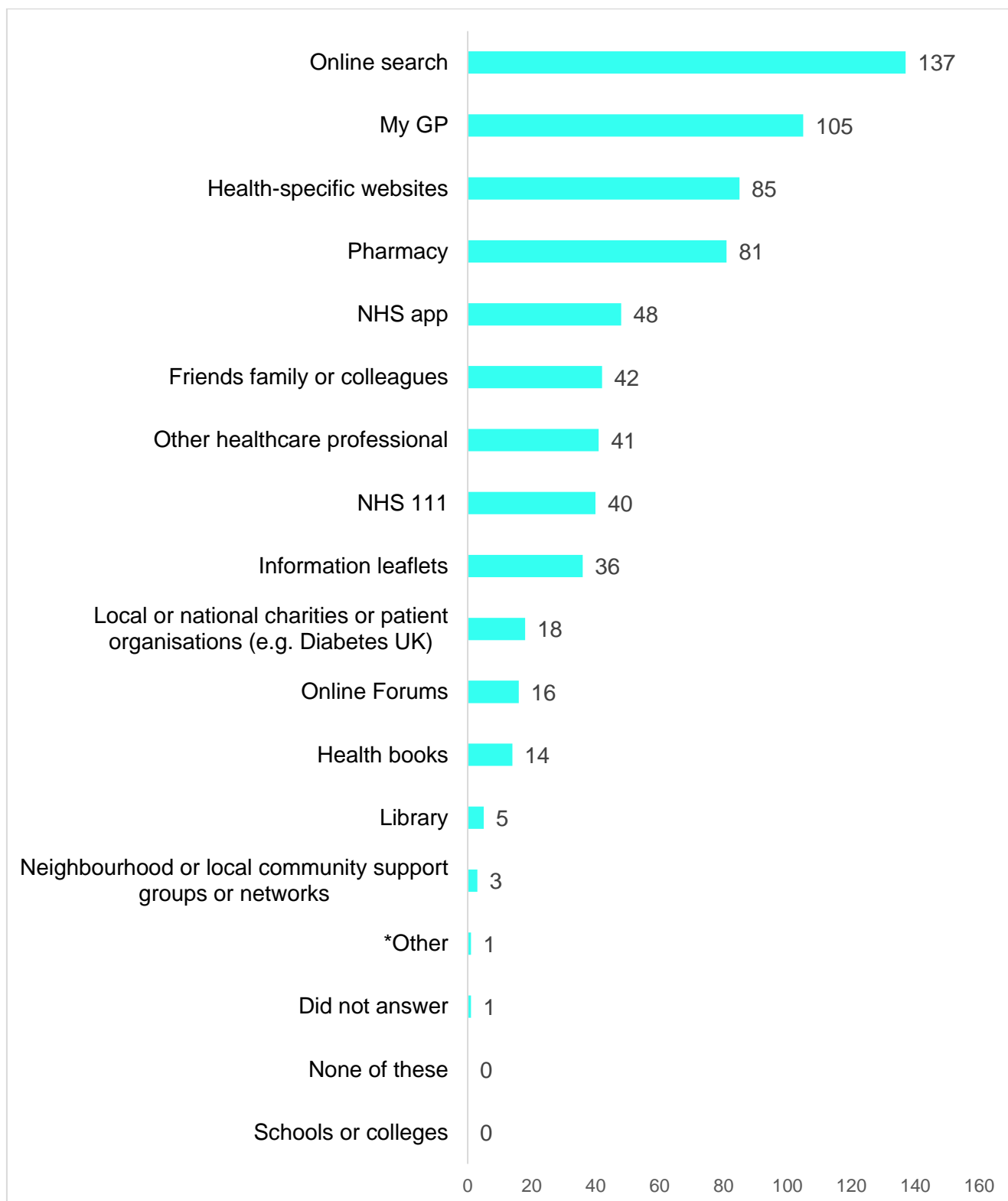
31% of respondents (41 people) stated that being able to see their GP when they need to would help them to take better care of their health, and a further 11% would like to be able to see a doctor or healthcare professional quickly in an emergency.

15% (20 people) would like to have access to more affordable activities and fitness classes, and 10% (13 people) want to have access to online consultations, e.g. skype, with their GP or clinician.



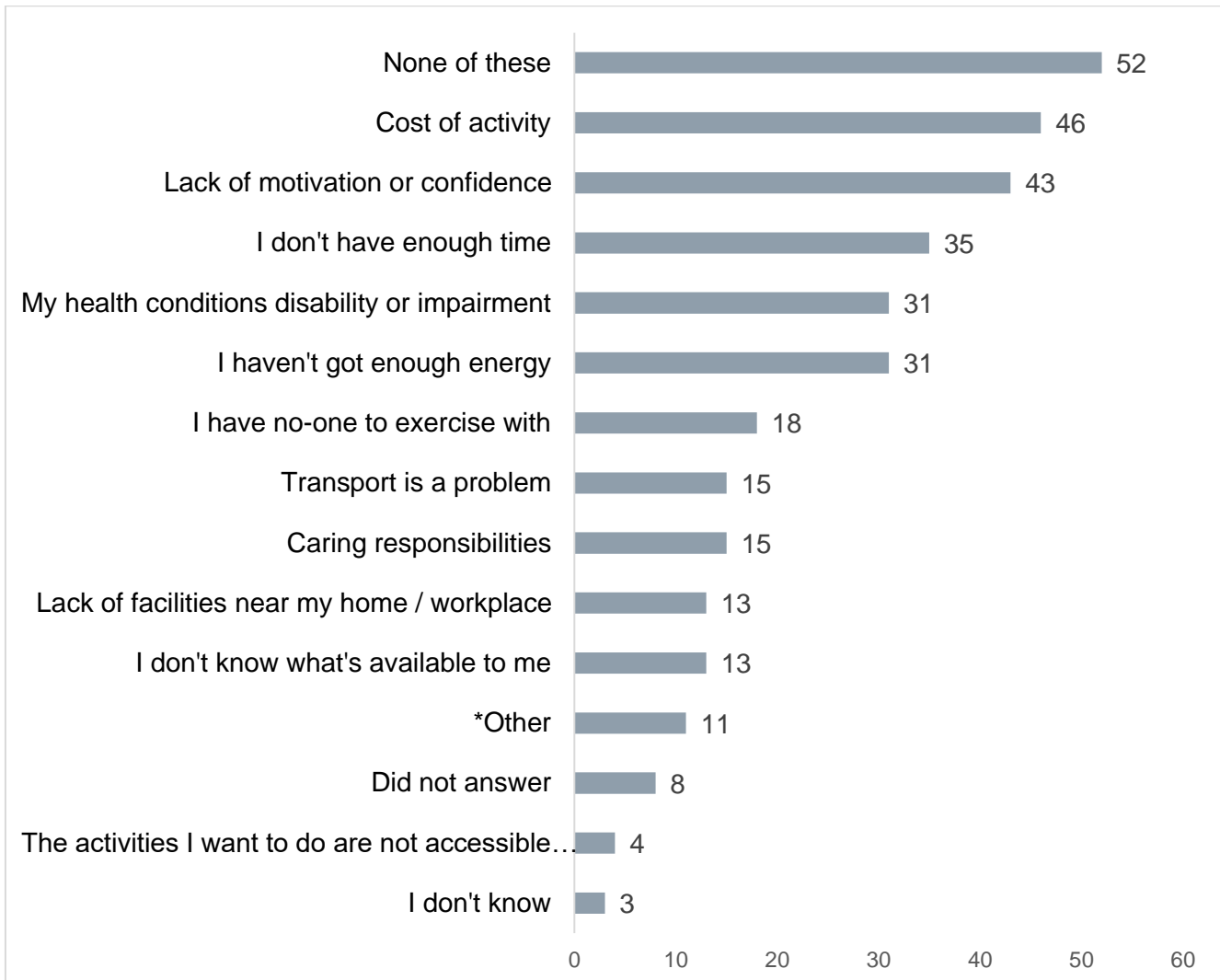
Having access to information on their health condition and how to self-care would help 9% of participants to take better care of their own health.

4.13 Where do you go to find out information on a health condition or health related problem? (Please tick all that apply)



In 'other', 1 person stated "*webinars*".

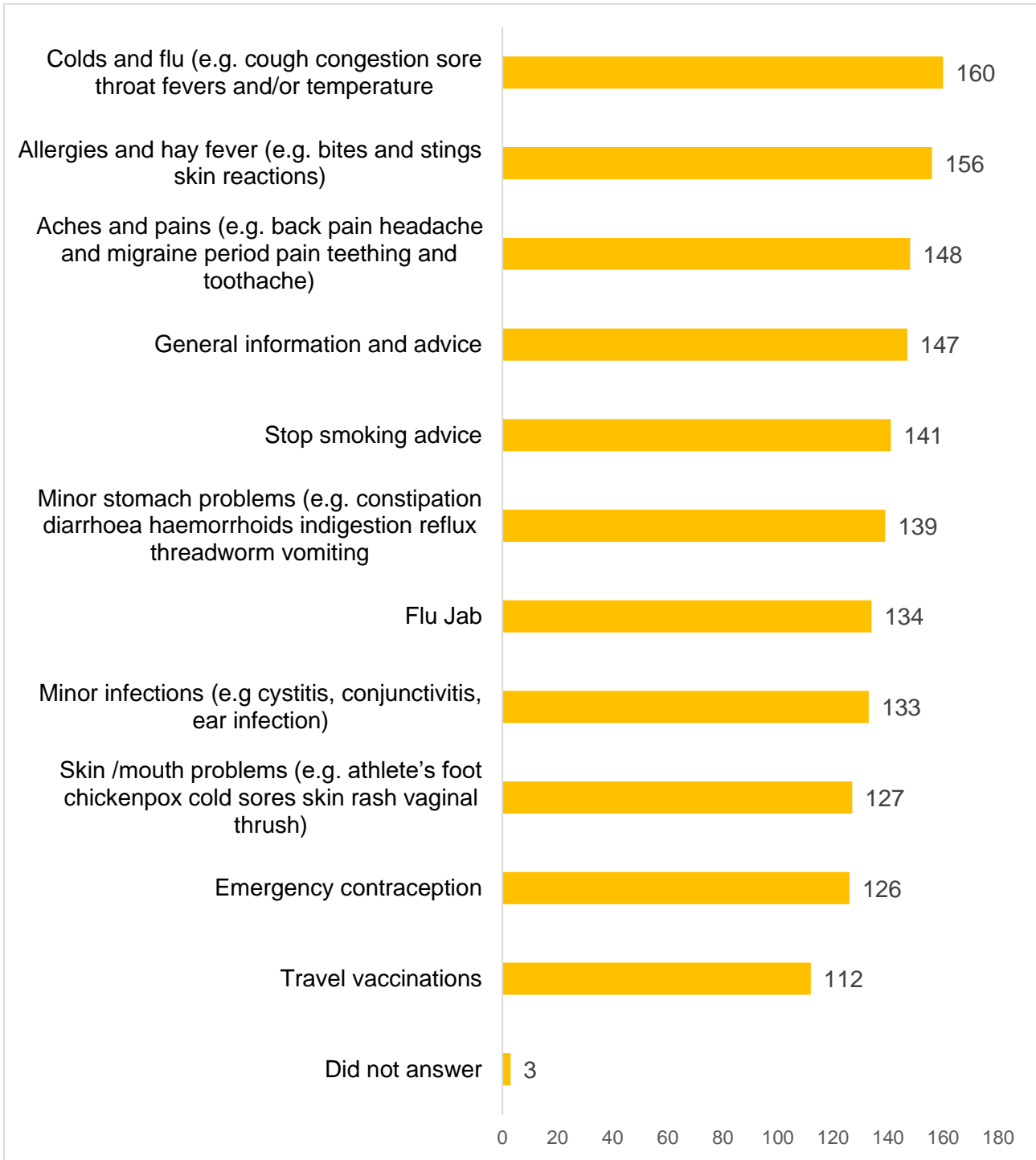
4.14 Do you face any of the following problems or barriers to being more physically active? (Please tick all that apply)



Further comments are listed below:

Some days I just feel so ill
Knee problem
Walk a lot, no car, open air.
Knee pains sometimes limit the miles I want to walk
I keep fit with 'Zumba'
I have un-remedied problems, even though I went to the GP. They just try to placate me.
Lack of information about recovery period needed between exercise sessions
Pollen count
Lack of childcare (single parent)
Not being able to commit to specific days and times

4.15 Pharmacists can offer support, advice and treatment for many medical conditions and ailments. Which of these health conditions or complaints do you think could be treated first by a pharmacist instead of your GP



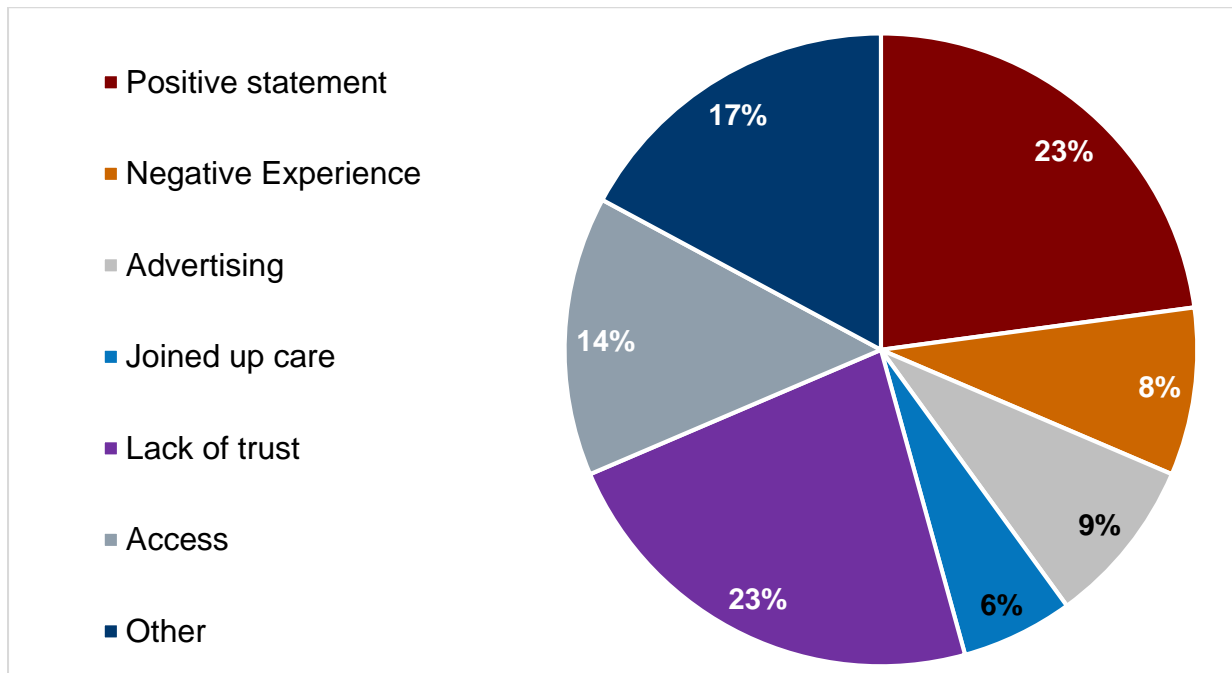
End text: Actually, all of the conditions above may be possible for you to be treated by a pharmacist instead of your GP, and it's likely you will be seen more quickly.

4.16 Anything else you would like to share with us?

This was a free text question where respondents were given an opportunity to tell us anything else.

This question followed on from a question about pharmacy and a large number of responses to this question were in relation to pharmacy so it is reasonable to assume that many people interpreted the question differently to how it was meant to be presented (as a space to tell us about any elements of health and social care).

The answers have been divided into themes as shown in the pie chart below.



My pharmacy know me by name and always offer advice etc.

Three quarters the people who responded with a positive statement (23%) wanted to tell us that they do use a pharmacy for minor ailments and they have had a good experience.

A lack of trust was expressed by 23%, the majority (3/4) said that they did not think that a pharmacist would have the skills/ knowledge to support them while others thought that an ongoing health issue would not be picked

up like it would with a GP, pharmacy having access to clinical notes could ensure better joined up care.

Some felt that pharmacy needed to be promoted better because they were unaware of all the ailments that can be treated by a pharmacist.

The negative experiences were in relation to pharmacy and A&E and access (i.e. waiting times, availability of services) issues were for general practice, A&E, mental health services and one person said that their pharmacy was just as busy as their GP surgery.

I think it should be made more common knowledge exactly what pharmacists can help with. I had no idea!

5.0 Recommendations

1. It is recognised that anxieties for patients could be reduced by informing people about the likely waiting times for treatments and appointments and organisations within the Sussex Health and Care Partnership will be encouraged to do so.
2. Organisations within the Sussex Health and Care Partnership should consider potential impacts on individuals being wary of accessing health and care services when promoting self-care messages, balancing with helpful signposting and advice.
3. Information on how to make a complaint, and where to ask for advice, support and information on health-related matters is to be shared with the Sussex People's Panel members. This includes details of the PALS service, as well as Healthwatch advocacy service, for patients to gain support on issues they face with their health and care experience.
4. Organisations and professionals within the Sussex Health and Care Partnership should continue to promote ways in which patients can self-care and self-manage health conditions in between seeing their GP or healthcare professional, particularly when waiting times in between appointments may be lengthy.
5. The Sussex NHS Clinical Commissioning Groups (CCGs) are to continue to promote GP Extended Access services to the wider public, to help enable more people to access a GP when they need to.
6. The Sussex NHS CCGs are to raise further awareness amongst receptionists and healthcare professionals working in Primary Care to promote GP Extended Access services to patients as an option for booking appointments over the weekend or in the evening.
7. Sussex Health and Care Partnership organisations are to continue to promote Public Health campaigns and messaging raising awareness of pharmacy services as an alternative to seeing your GP for minor illnesses and injuries, to help alleviate pressure on GP services.
8. Sussex Health and Care Partnership organisations are to promote alternative services to A&E, such as Urgent Treatment Centres, Minor Injuries Units, NHS111 and GP Extended Access appointments at weekends and in the evening.
9. Members of the Sussex Health and Care Partnership are encouraged to continue to target recruitment of people aged below 60 onto the panel.
10. Links to health and wellbeing services for more affordable activities to be promoted through communications channels across the Sussex Health and Care organisations.

6.0 Next Steps

The feedback and subsequent recommendations collated from panel members' responses will be taken to the Sussex Health and Care Partnership Communications and Involvement Network, where the recommendations will be shared and actions taken by respective partner organisations where possible.

All of the reports, findings and ongoing updates and service improvements that are made as a result of feedback will be made publicly available on the Sussex People's Panel website here - <https://www.seshealthandcare.org.uk/get-involved/sussex-peoples-panel/>

Suggested topics for future surveys and engagement with the Sussex People's Panel had included accessing cancer screening and cancer care, accessing social care, and online consultations and digital services, amongst others. However, future surveys are likely to be affected by the Covid-19 situation, and a temporary pause has been put in place until we are all in a better place to be able to carry out meaningful engagement with the panel members.