

Group Model Survey

In February 2024 North Tees and Hartlepool and South Tees Hospital NHS Foundation Trusts formally came together to work in partnership. This is an exciting opportunity for the two Trusts to work together to strengthen their collaborative offer of patient care.

Throughout this survey we will often refer to this as the Group Model, which means the two Hospital Trusts working jointly together.

To make sure our future ways of working meet local needs we are seeking **your** views on what's important.

This survey is wanting to get your feedback on Hospital and Community Services that are provided by the NHS as part of our Group Model geography which we are developing.

This could include care you have received on wards, in outpatient departments or in your own home, by Doctors, Nurses, (including District Nurses and Health Visitors) and other Health Care Professionals, such as Physiotherapist and Occupational Therapists.

This survey is not intended to capture your views on any social or at home care that you receive provided outside of our Trust sites. Neither is it intended to capture care which is delivered by Primary Care services, such as GP's, Practice Nurses etc.

The questions in this survey relate to services delivered across the following hospital sites:

North Tees:

- University Hospital of North Tees (Stockton)
- University Hospital Hartlepool
- Peterlee Community Hospital

South Tees:

- James Cook University Hospital (Middlesbrough)
- The Friarage Hospital (Northallerton)
- Redcar Primary Care Hospital
- East Cleveland Primary Care Hospital (Brotton)
- The Friary Community Hospital (Richmond)

Please tell us about you or the person you care for

1. Are you a patient or a carer of a patient who is using the Trust Hospitals?

- Patient
- Carer

2. What area do you/they live in?

- County Durham
- Darlington
- Hartlepool
- Middlesbrough
- North Yorkshire
- Redcar and Cleveland
- Stockton on Tees

3. How old are you/they?

- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

4. How would you describe your/their gender?

- Male
- Female
- Prefer not to say
- Prefer to self-describe?:

5. Are you or the person you care for, currently.... ?

- Single, never married
- Married or domestic partnership
- Divorced
- Separated
- Widowed
- Divorced or civil partnership dissolved
- Prefer not to say

6. What do you consider your/their religion to be?

- No religion
- Christianity
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- Prefer not to say

7. What is your/their ethnic group?

White

- British
- Irish
- Other

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Mixed

- White and Black Caribbean
- White and black African
- White and Asian
- Any other mixed background

Black or Black British

- Caribbean
- African
- Any other black background

Other Ethnic Group

- Chinese
- I do not wish to disclose my ethnic origin
- Other (please specify):

8. Could you tell us more about your/their physical or mental health conditions? (Please tick all that apply)**Long term standing illness or health condition**

- Such as: cancer, HIV, diabetes, chronic heart disease / circulatory conditions, high blood pressure, respiratory conditions (asthma), epilepsy, digestive conditions (e.g. irritable bowel syndrome (IBS) and Crohn's disease)

Physical impairment or mobility issue

- Such as: difficulty using your arms or using a wheelchair or crutches

Sensory loss

- Such as: sight and/or hearing loss

Mental health conditions or illnesses

- Such as: anxiety, depression, and eating disorders

Developmental conditions

- Such as: Autism Spectrum Disorder (ASD), which includes Asperger syndrome, and Attention Deficit Hyperactivity Disorder (ADHD), Learning impairments e.g. dyslexia and processing issues

Genetic conditions

- Such as: Down syndrome and cystic fibrosis

Other

- Prefer not to say
- None
- Other (please specify):

Our clinical pathways

Our aim through working in partnership is that we deliver the *right care, at the right place, at the right time.*

The next set of questions aims to find out more about your current experience of care across our Group Model.

9. In the last 12 months, which services or departments have you accessed across our Group?

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>

10. Which hospitals have you attended?

North Tees:

- University Hospital of North Tees (Stockton)
- University Hospital Hartlepool
- Peterlee Community Hospital

South Tees

- James Cook University Hospital (Middlesbrough)
- The Friarage Hospital (Northallerton)
- Redcar Primary Care Hospital
- East Cleveland Primary Care Hospital (Brotton)
- The Friary Community Hospital (Richmond)

11. How would you rate your overall experience?

- Outstanding
- Good
- Requires Improvement
- Poor

(Please use this space to add context to your answer above)

12. Have you ever had your care transferred between North Tees and Hartlepool and South Tees Hospital sites?

- Yes
- No

13. If yes, how would you rate your transfer of care experience?

- Outstanding
- Good
- Requires Improvement
- Poor

14. What would have made your transfer of care better?

Accessibility

Through the Group Model there will be opportunities for us to look at where services will be delivered in the future. Therefore it's important we understand how you access services currently.

The next few questions will inform us about how you access your care.

15. How do you currently access services?

- Public transport
- Car
- Walk
- Taxi
- Shuttle Bus
- Cycle
- Other (please specify):

16. How far do you travel for care (within the scope of services identified at the beginning of this survey)?

- Less than 5 miles
- 6-10 miles
- 11-15 miles
- 16 miles +

17. What challenges do you (or the person you care for) face in accessing care (if any)?

- Transport
- Communication/Translator
- Car parking
- Cost
- Time
- Waiting times
- Availability of carer to attend my appointment with me
- None of the above - I do not face any barriers to care
- Other (please specify):

Digital Accessibility

18. Do you have access to digital equipment? By digital equipment we mean mobile phone or laptop/computer.

- Yes
- No (not at all)
- No (but my carer does on my behalf)

Please state what digital equipment you have access to, if any:

Would there be any reason why you would be unable to use your digital equipment? (E.g. Cost, Knowledge on how to use equipment etc.) - Please specify

19. Do you feel you have up to date knowledge on how to access digital NHS support?

- Yes
- No

20. Have you ever used any digital healthcare services online?

- Yes
- No

If yes, which ones:

21. If yes to question 18: How would you rate those digital healthcare platforms?

- Outstanding
- Good
- Requires improvement
- Poor

Please give a reason for your answer:

22. Would you benefit from the NHS providing devices or tablets whilst in our care?

- Yes
- No
- Not sure

Identification of needs:

As a Group Model we need to understand what our local communities needs are and how we plan the future delivery of care. Tell us more about what works well and what's important to you.

23. What currently works well for you in accessing your care or the person you care for? (Tick all that apply)

- Communication was clear about the care I received and any next steps
- I feel confident in the quality and safety of the care being delivered
- I can access my care (or the treatment of the person I care for) easily
- Waiting times for the care I am waiting for (or person I care for) are acceptable
- The aftercare following the treatment I (or the person I care for) have received is good
- I have felt listened to and involved in the decision making about my care
- Other (please specify):

24. What clinical areas/departments within the hospital should we prioritise or, are you interested in seeing changes in first? - Please state

25. As the two Trusts come together what other areas do you think we should focus upon first? (E.g. Communication, estates, waiting times etc.) - Please state

26. What care or services would you prefer to receive at home, if they were available and it is safe to provide? - Please state:

27. How far do you feel it is reasonable to travel to access the care that you require?

- Less than 5 miles
- 6-10 miles
- 11-15 miles
- 16 miles +

28. Would you be prepared to travel further to access care earlier?

- Yes
- No
- Not sure

Communication

Across our Group Model we serve a diverse population. How we communicate with you is important and we'd like to know a bit more about this:

29. How would you like to find information about services?

- Website
- Digital app
- Email
- Text messaging
- Leaflet/letter
- Community settings
- Visual aids
- Communication in different formats. e.g. Languages, braille, audio, easy-read etc.

30. What would you prefer when it comes to outpatient appointments (if appropriate for the area of need)?

- Face to face
- Telephone
- Video appointment (via smart phone, tablet or PC)
- Not sure

Specific areas of care

Over the next 12 months we are working together to look at some of the below areas to understand what works well and how we can plan our Group Model priorities. Please tell us under **any of the areas applicable to you** what our future priorities should be.

31. Women's Services (for example maternity services)

Please state any future priorities:

32. Children and Young Peoples service (for example paediatrics)

Please state any future priorities:

33. Medicine (for example infectious diseases)

Please state any future priorities:

34. Urgent Care (for example, A&E, 4 hour waiting targets)

Please state any future priorities:

35. Clinical Support Services (for example pathology, pharmacy, diagnostics, radiology)

Please state any future priorities:

36. Surgery and Anaesthetics (for example operations)

Please state any future priorities:

37. Community Services (for example hospital at home, health care visitors, virtual ward)

Please state any future priorities:

Vision of the Group Model:

38. Finally, thinking about the two Trusts working collaboratively together in partnership please tell us

What should the main aim of the Group Model be? - Please state:

What benefit will the Group Model mean to you? - Please state:

By working as a collective Group Model - what do you expect to see delivered differently in the future? - Please state:

You have completed this survey!

Thank you for taking the time to answer this survey.

If you require further details or information about this survey or to find out more about the Group Model and what will happen to the data you have given us, please contact your local Healthwatch organisation. **If you live in the North Yorkshire area and would like more information, please contact Healthwatch Middlesbrough or Healthwatch Redcar and Cleveland.**

healthwatch County Durham

Call: 0800 3047039 between the hours of 09:00 – 17:00 Monday to Thursday, and 09:00–16.30 on Fridays.

Post: Healthwatch County Durham, Whitfield House, St Johns Road, Meadowfield Industrial Estate, Durham DH7 8XL

Email: healthwatchcountydurham@pcp.uk.net

healthwatch Darlington

Call: 01325 380145 or 07525 237723 between the hours of 09:00 – 16:00 Monday to Friday.

Post: Healthwatch Darlington Ltd, c/o Tandem Hub (Formerly Morrison Trust), Morton Park, Yarm Road, Darlington, DL1 4PJ

Email: info@healthwatchdarlington.co.uk

healthwatch Hartlepool

Call: 0800 254 5552 between the hours of 09:00 – 17:00 Monday to Thursday.

Text service; 07749 688795

Post: Healthwatch Hartlepool, 1st Floor, Greenbank, Waldon Street, Hartlepool, TS24 7QS

Email: yoursay@healthwatchhartlepool.co.uk

healthwatch Middlesbrough

Please leave a message on our freephone number 0800 118 1691

Text only: 07451 288789

Post: Healthwatch Middlesbrough, The Live Well Centre, Dundas Arcade, Middlesbrough, TS1 1HR

Email: healthwatchesouthtees@pcp.uk.net

healthwatch Redcar and Cleveland

Please leave a message on our freephone number 0800 118 1691

Text only: 07451 288789

Post: Healthwatch Redcar and Cleveland, The Live Well Centre, Dundas Arcade, Middlesbrough, TS1 1HR.

Email: healthwatchsouthtees@pcp.uk.net

healthwatch Stockton-on-Tees

Call: Our general line: 01642 688312 between 9am – 5pm Monday to Thursday and 9am – 4pm on Friday.

Call: Our FREEPHONE Information & Signposting line: 0808 172 9559 between 9am – 5pm Monday to Thursday and 9am – 4pm on Friday.

Post: Healthwatch Stockton-on-Tees, Catalyst House, 27 Yarm Road, Stockton-on-Tees, TS18 3NJ

Email: healthwatchstockton@pcp.uk.net