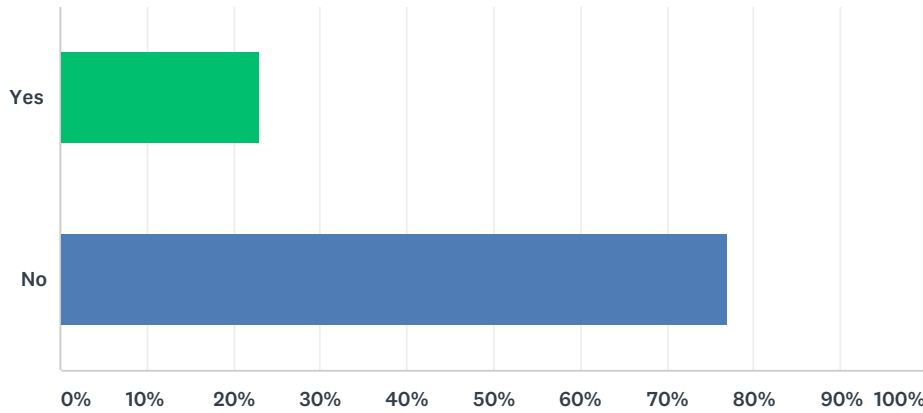


# Q1 Have you heard of your local NHS Clinical Commissioning Group, Newham CCG?

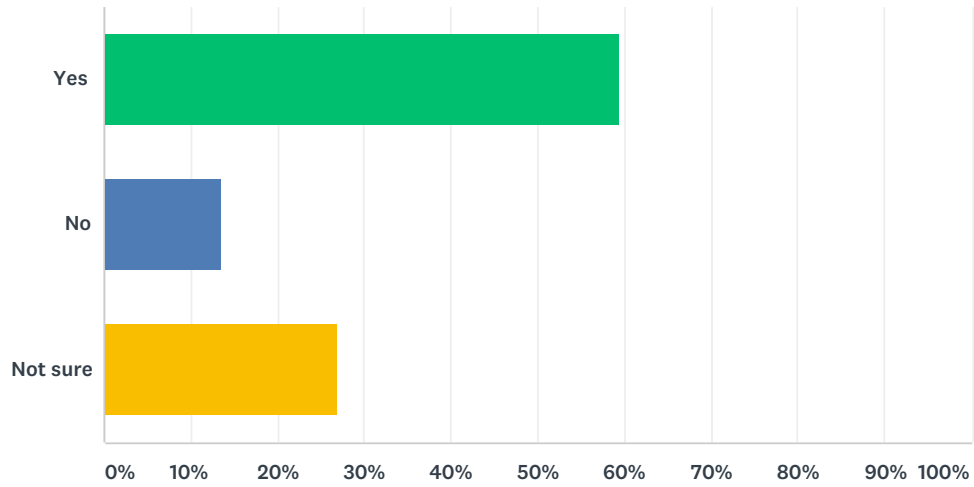
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	22.98%	37
No	77.02%	124
TOTAL		161

## Q2 Do you know what your local NHS Clinical Commissioning Group, Newham CCG does?

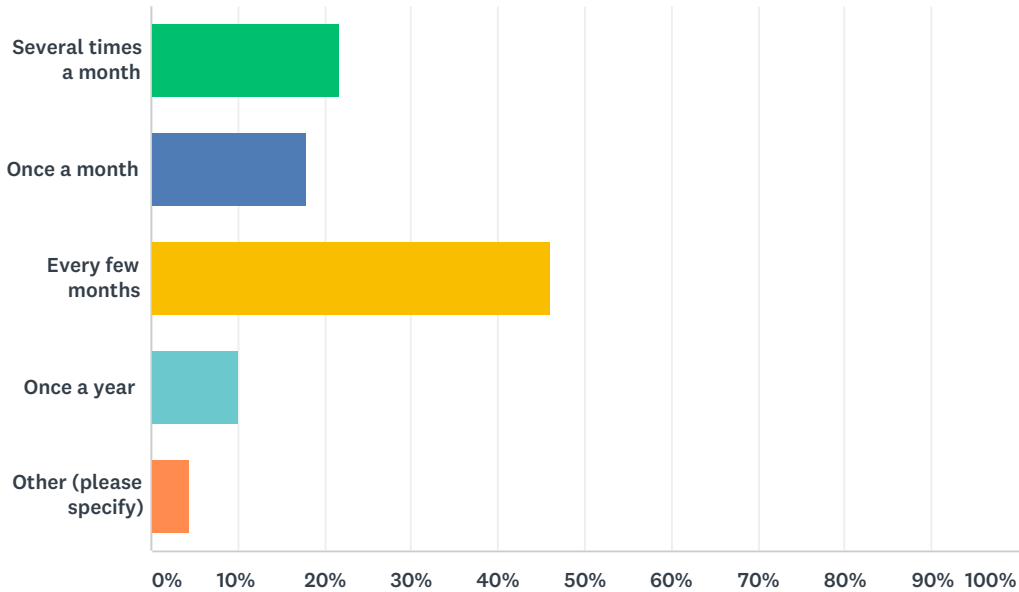
Answered: 37 Skipped: 124



ANSWER CHOICES	RESPONSES	
Yes	59.46%	22
No	13.51%	5
Not sure	27.03%	10
TOTAL		37

Q3 How often do you see or speak to a healthcare professional in Newham? (including GP, maternity service, diabetes support team, district nurse, medicine management pharmacist or other NHS health professional.....)

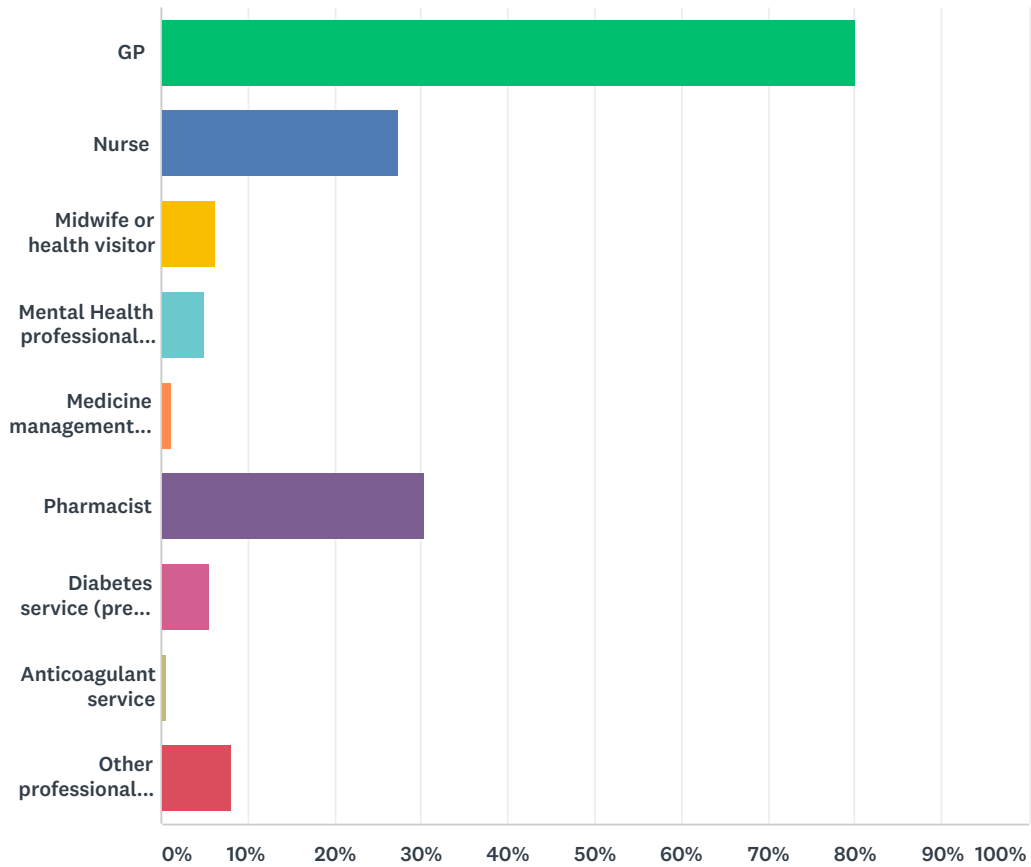
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Several times a month	21.74%	35
Once a month	18.01%	29
Every few months	45.96%	74
Once a year	9.94%	16
Other (please specify)	4.35%	7
<b>TOTAL</b>		<b>161</b>

### Q4 Please specify who this was with?

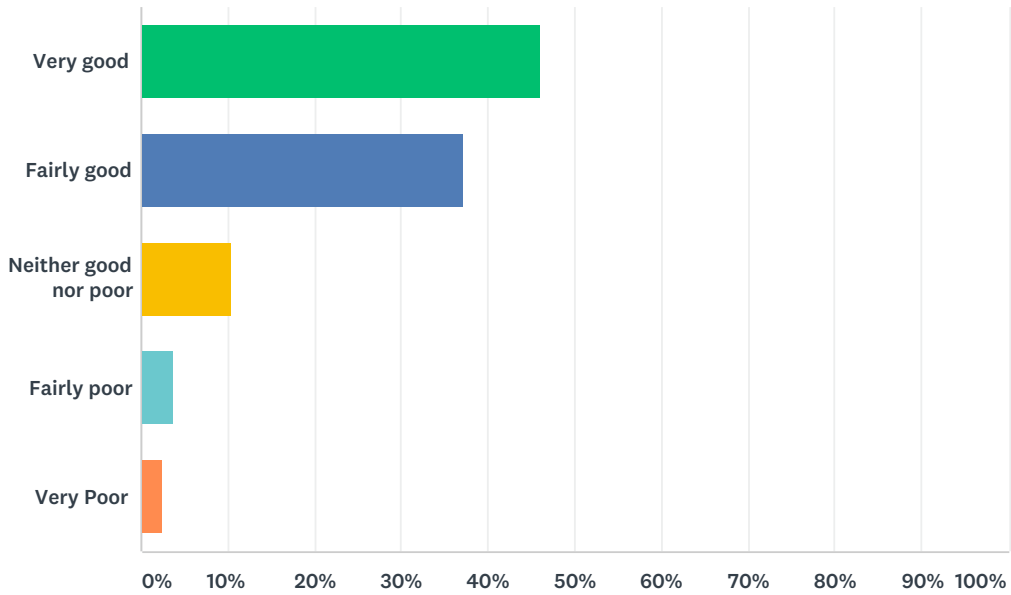
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
GP	80.12%	129
Nurse	27.33%	44
Midwife or health visitor	6.21%	10
Mental Health professional (e.g. IAPT team)	4.97%	8
Medicine management pharmacist	1.24%	2
Pharmacist	30.43%	49
Diabetes service (pre & post-treatment support)	5.59%	9
Anticoagulant service	0.62%	1
Other professionals e.g. pharmacists (please specify)	8.07%	13
Total Respondents: 161		

## Q5 Overall, how would you describe your last experience with this healthcare service?

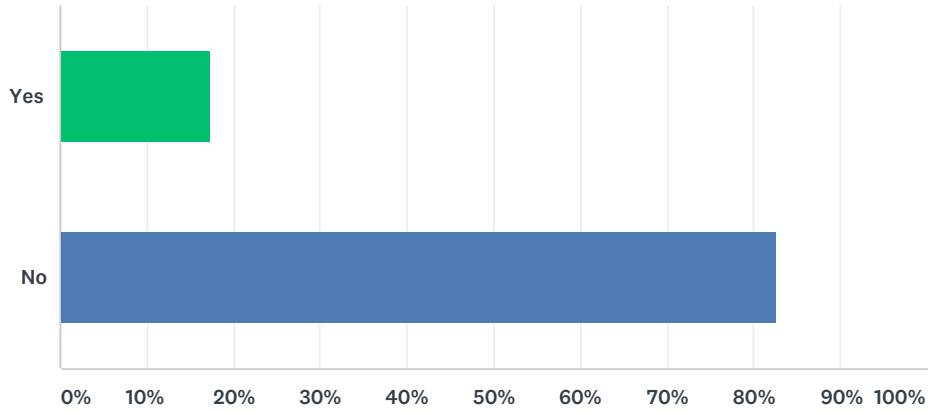
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very good	45.96%	74
Fairly good	37.27%	60
Neither good nor poor	10.56%	17
Fairly poor	3.73%	6
Very Poor	2.48%	4
<b>TOTAL</b>		<b>161</b>

## Q6 Did you leave any feedback about your experience?

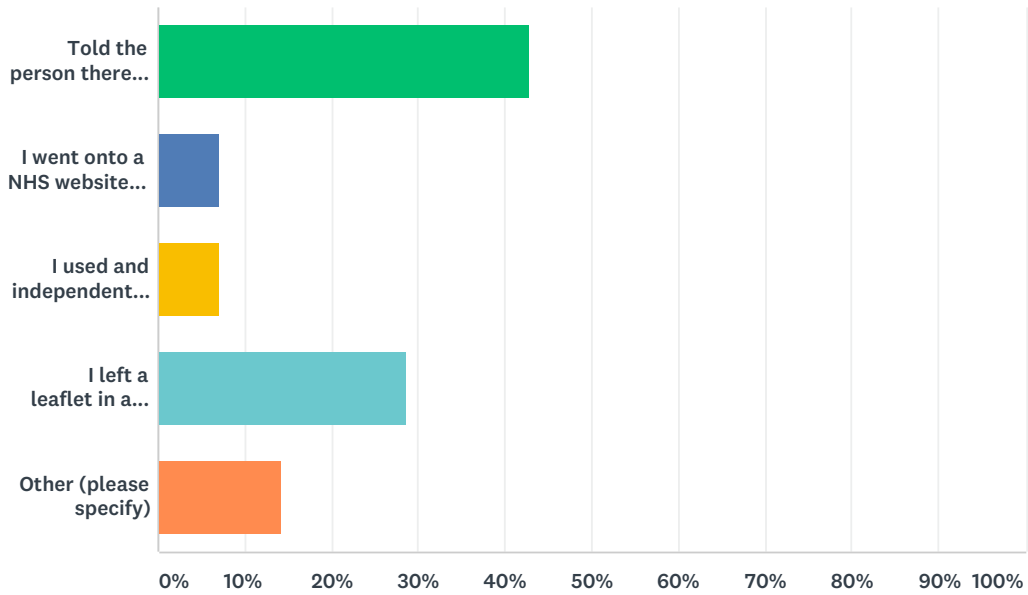
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	17.39%	28
No	82.61%	133
TOTAL		161

## Q7 What method did you use to leave this feedback?

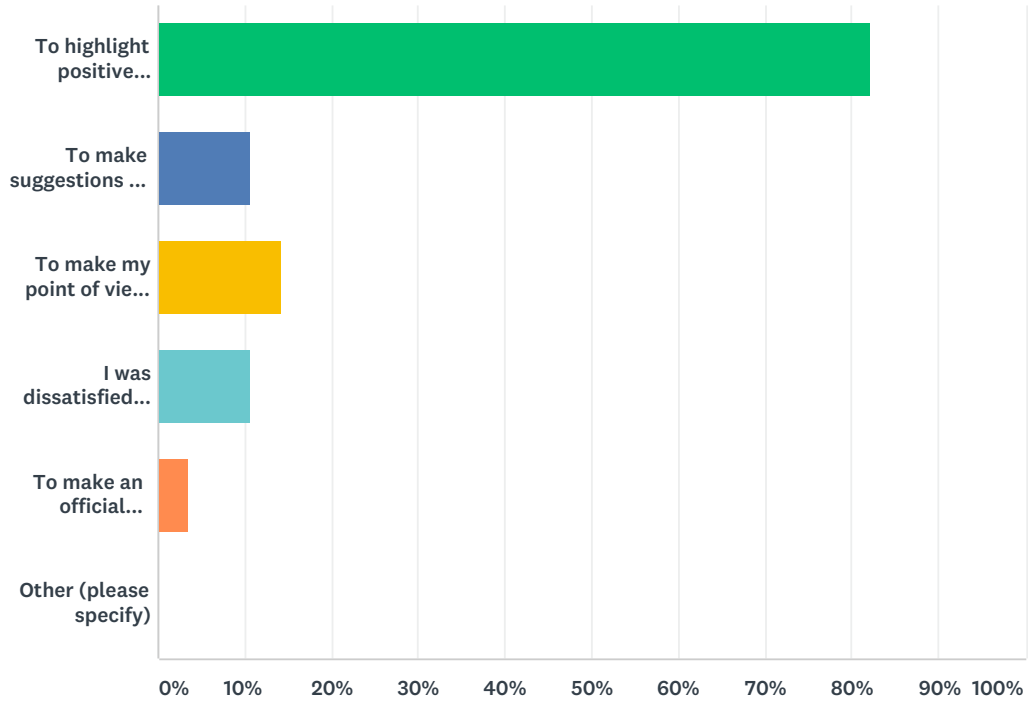
Answered: 28 Skipped: 133



ANSWER CHOICES	RESPONSES	
Told the person there and then	42.86%	12
I went onto a NHS website (Newham CCG or GP's website)	7.14%	2
I used and independent review website	7.14%	2
I left a leaflet in a box at reception	28.57%	8
Other (please specify)	14.29%	4
Total Respondents: 28		

### Q8 Why did you leave feedback? (tick all that apply)

Answered: 28 Skipped: 133

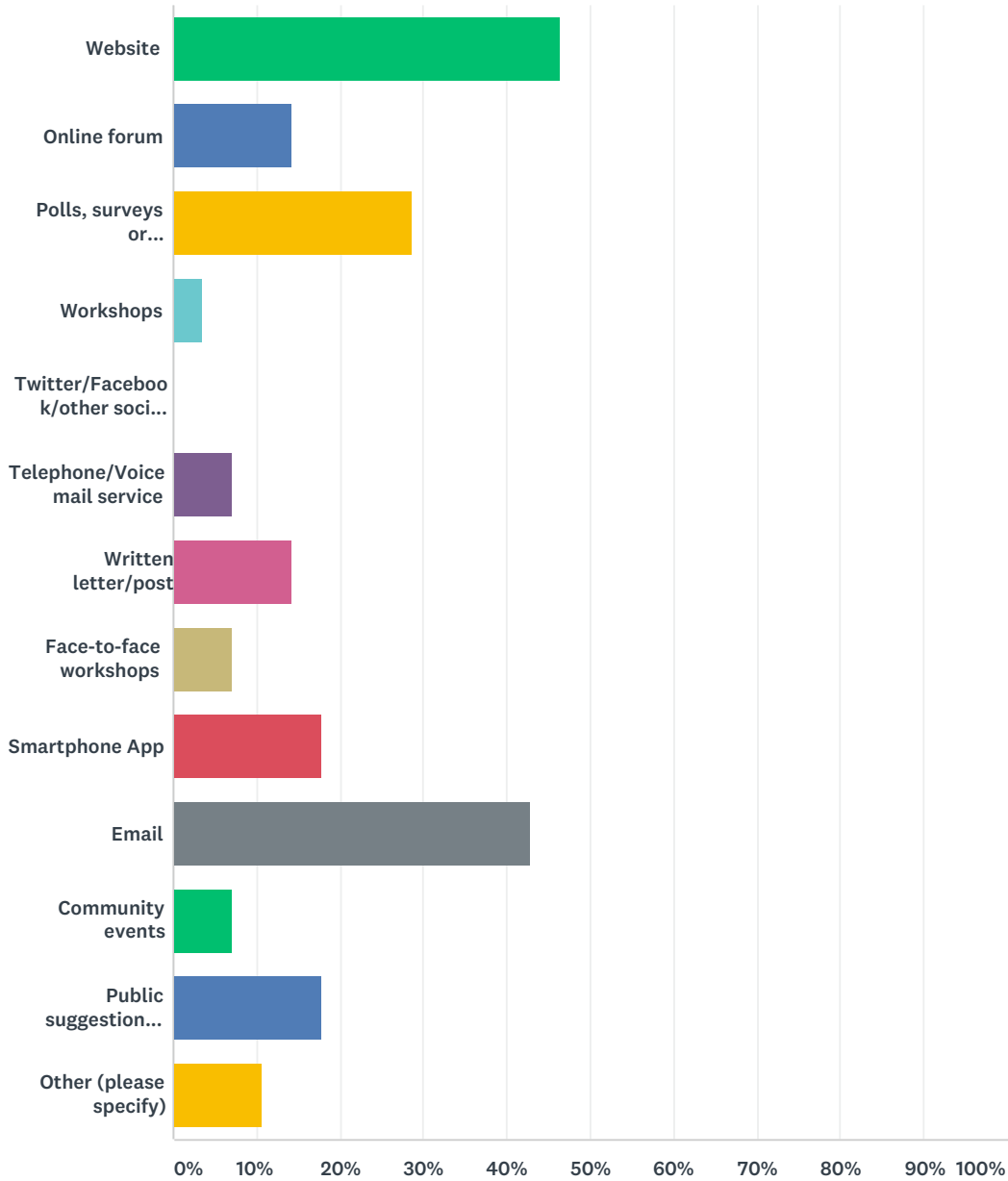


ANSWER CHOICES	RESPONSES	
To highlight positive experience	82.14%	23
To make suggestions to improve services	10.71%	3
To make my point of view heard	14.29%	4
I was dissatisfied with services	10.71%	3
To make an official complaint about an NHS service or professional	3.57%	1
Other (please specify)	0.00%	0
Total Respondents: 28		



### Q9 What would be your preferred method to leave feedback next time?

Answered: 28 Skipped: 133



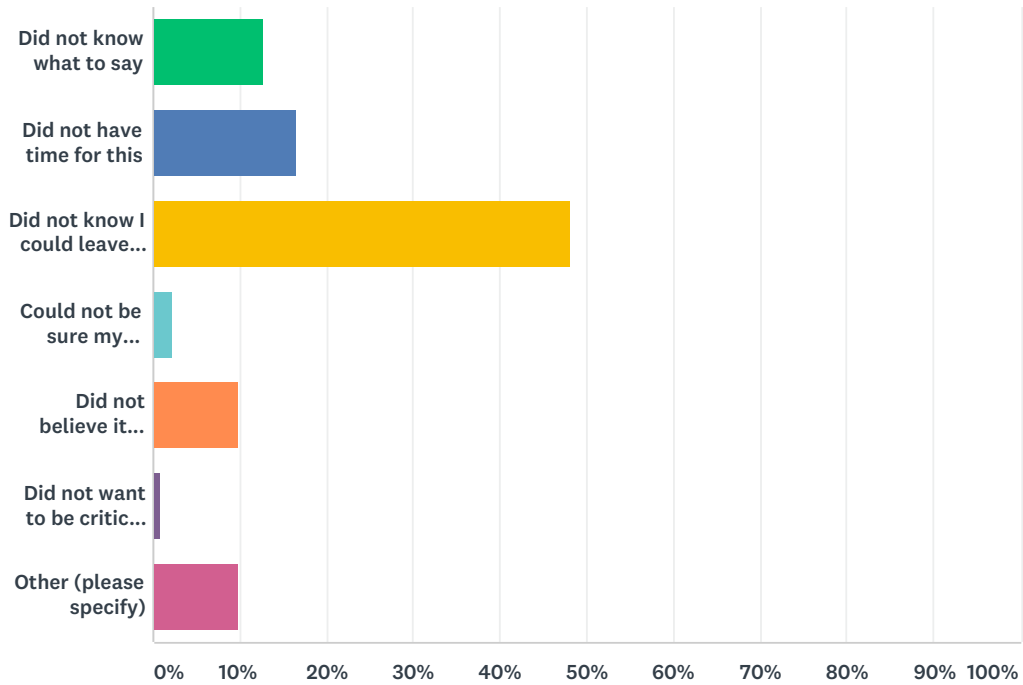
ANSWER CHOICES	RESPONSES	
Website	46.43%	13
Online forum	14.29%	4
Polls, surveys or questionnaires	28.57%	8
Workshops	3.57%	1
Twitter/Facebook/other social media platforms	0.00%	0
Telephone/Voicemail service	7.14%	2

## Intelligent Health Survey

Written letter/post	14.29%	4
Face-to-face workshops	7.14%	2
Smartphone App	17.86%	5
Email	42.86%	12
Community events	7.14%	2
Public suggestion boxes	17.86%	5
Other (please specify)	10.71%	3
Total Respondents: 28		

## Q10 Please pick one reason that best suits why you did NOT leave any feedback.

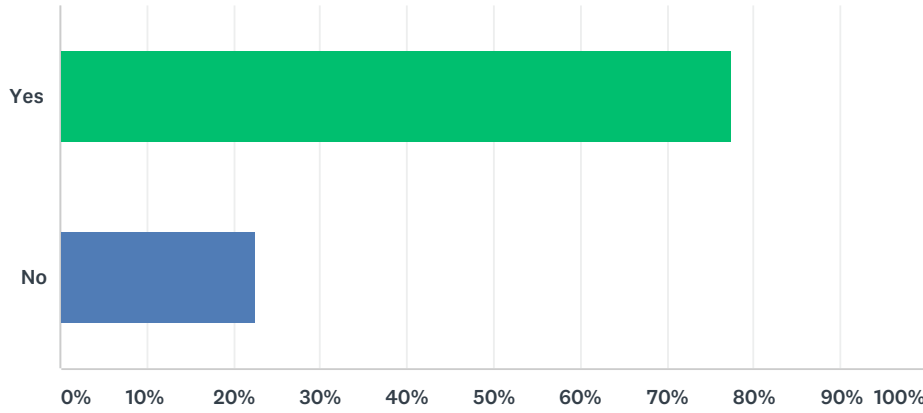
Answered: 133 Skipped: 28



ANSWER CHOICES	RESPONSES	
Did not know what to say	12.78%	17
Did not have time for this	16.54%	22
Did not know I could leave feedback	48.12%	64
Could not be sure my feedback would be anonymous	2.26%	3
Did not believe it would make a difference	9.77%	13
Did not want to be critical of my NHS	0.75%	1
Other (please specify)	9.77%	13
<b>TOTAL</b>		<b>133</b>

# Q11 Had you known HOW to leave feedback, would you have done so?

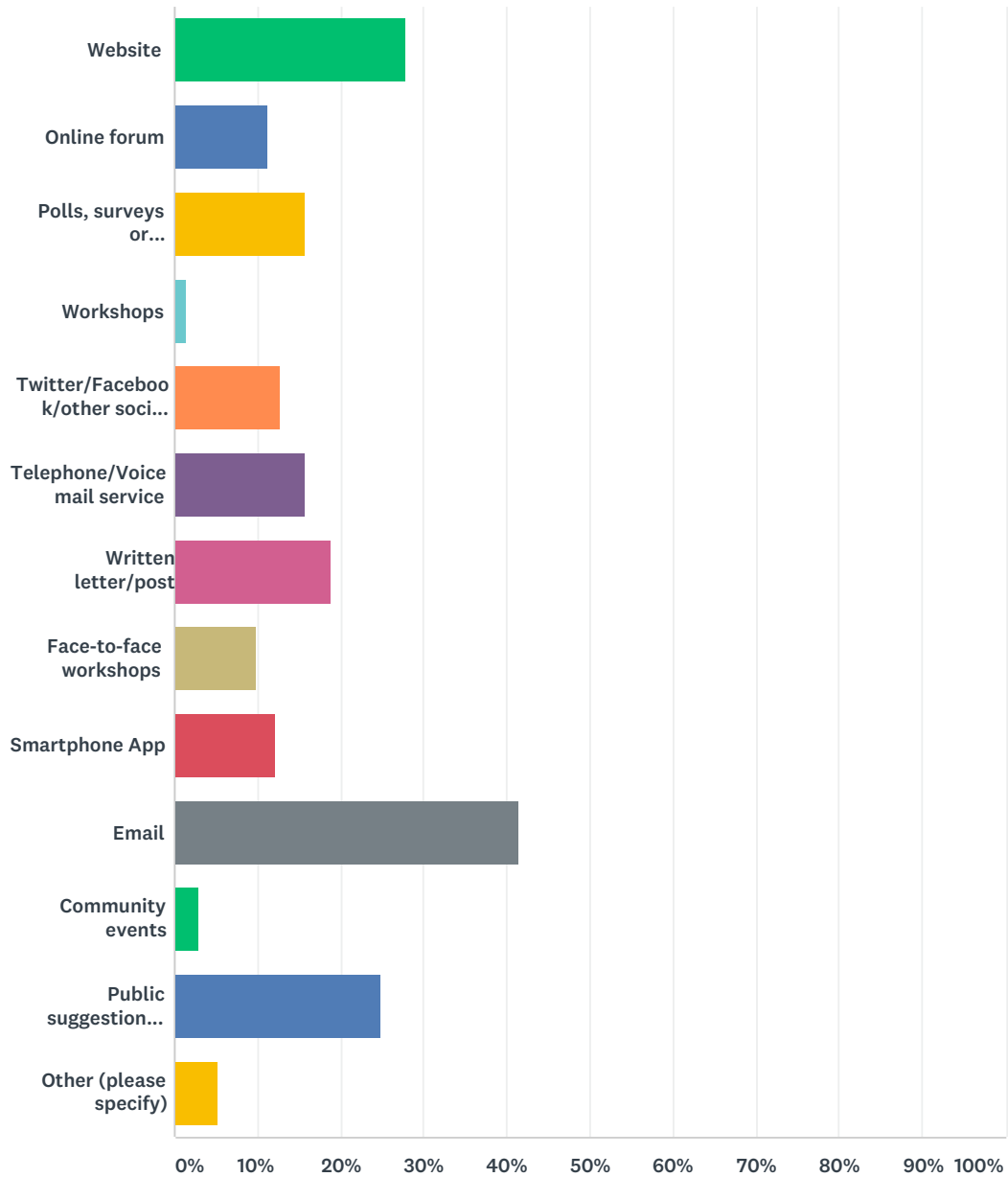
Answered: 133 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	77.44%	103
No	22.56%	30
TOTAL		133

## Q12 Supposing you were to comment, compliment or complain, what would be your preferred method?

Answered: 133 Skipped: 28



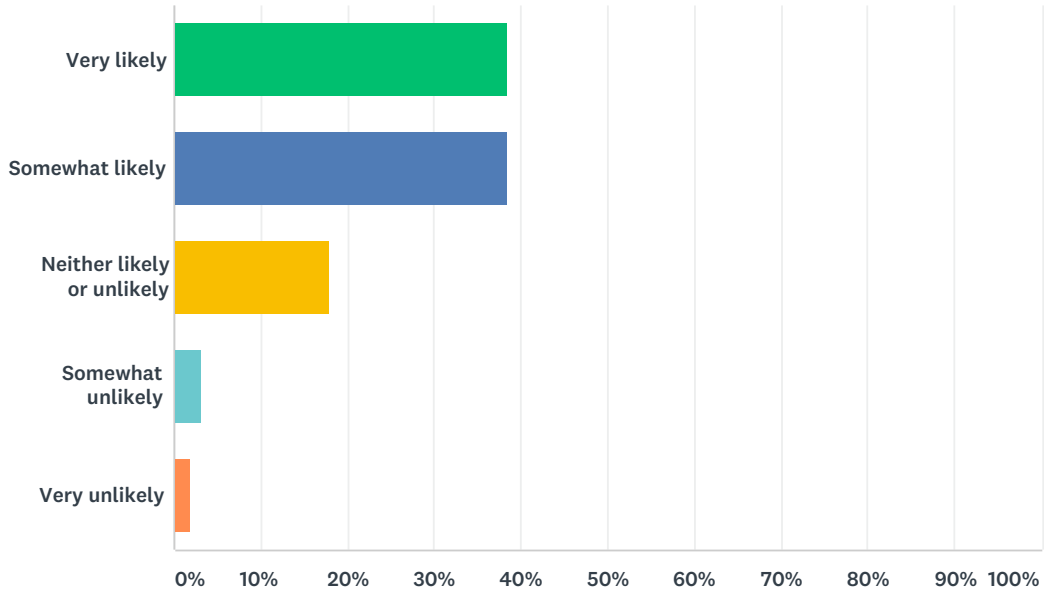
ANSWER CHOICES	RESPONSES	
Website	27.82%	37
Online forum	11.28%	15
Polls, surveys or questionnaires	15.79%	21
Workshops	1.50%	2
Twitter/Facebook/other social media platforms	12.78%	17

## Intelligent Health Survey

Telephone/Voicemail service	15.79%	21
Written letter/post	18.80%	25
Face-to-face workshops	9.77%	13
Smartphone App	12.03%	16
Email	41.35%	55
Community events	3.01%	4
Public suggestion boxes	24.81%	33
Other (please specify)	5.26%	7
Total Respondents: 133		

## Q13 How likely are you to leave feedback in the future?

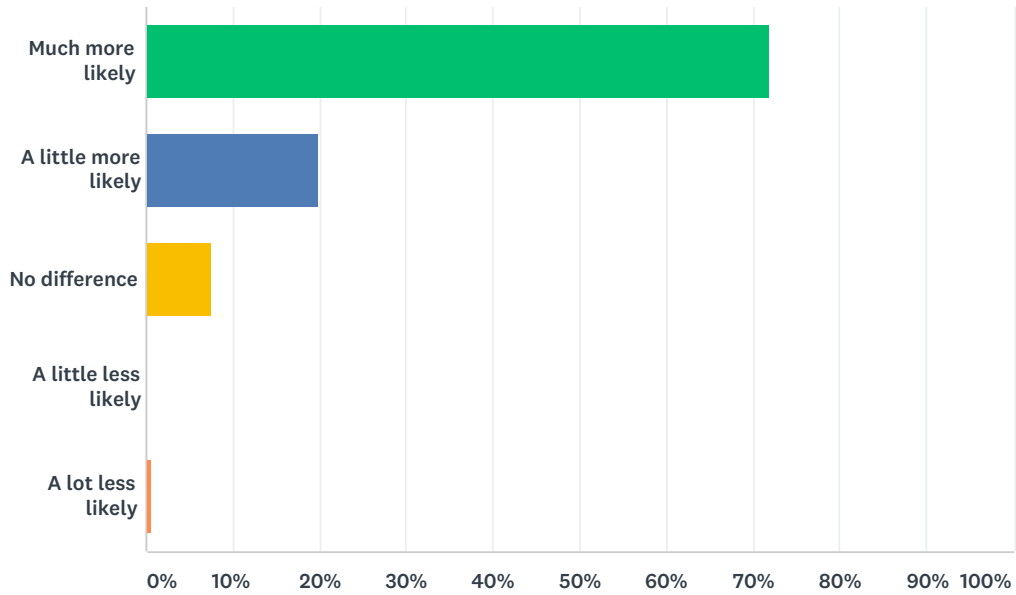
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very likely	38.51%	62
Somewhat likely	38.51%	62
Neither likely or unlikely	18.01%	29
Somewhat unlikely	3.11%	5
Very unlikely	1.86%	3
<b>TOTAL</b>		<b>161</b>

### Q14 How much more likely would you be to leave feedback if you thought it would make a difference?

Answered: 161 Skipped: 0

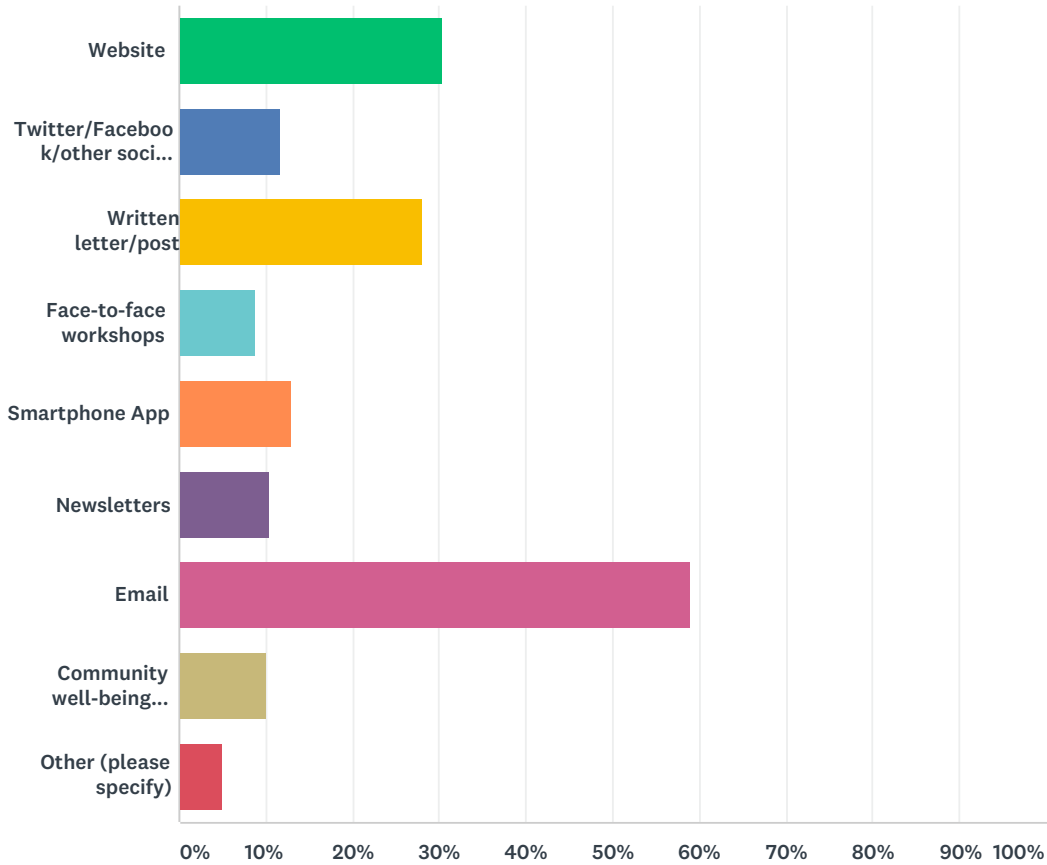


ANSWER CHOICES	RESPONSES	
Much more likely	72.05%	116
A little more likely	19.88%	32
No difference	7.45%	12
A little less likely	0.00%	0
A lot less likely	0.62%	1
<b>TOTAL</b>		<b>161</b>



### Q15 Generally speaking, what would be your preferred method for Newham CCG to contact you regarding how your feedback on health services has been used? (Tick all that are relevant)

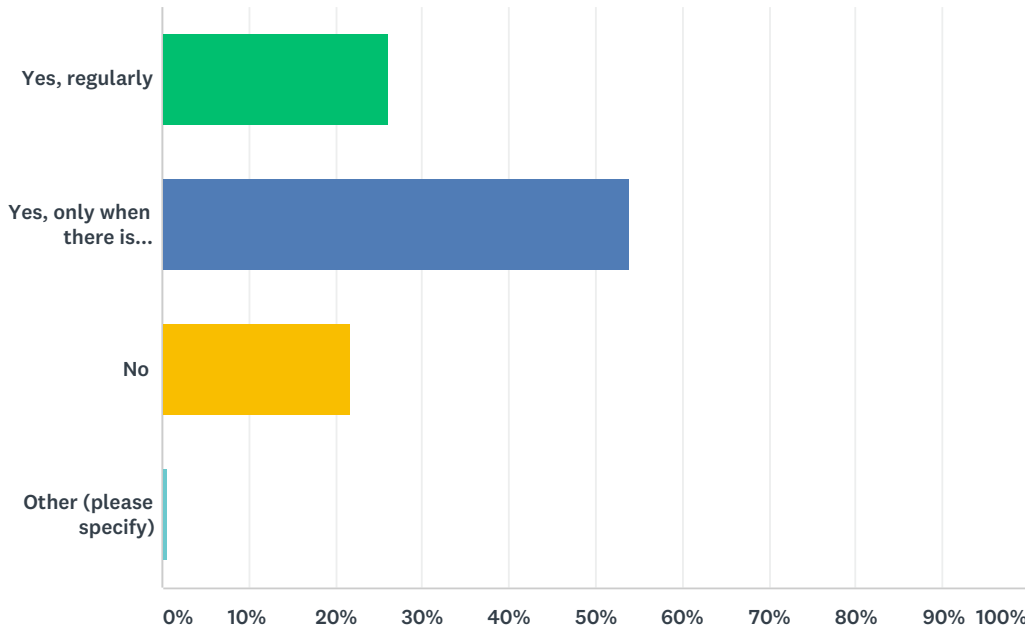
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Website	30.43%	49
Twitter/Facebook/other social media platforms	11.80%	19
Written letter/post	27.95%	45
Face-to-face workshops	8.70%	14
Smartphone App	13.04%	21
Newsletters	10.56%	17
Email	59.01%	95
Community well-being events	9.94%	16
Other (please specify)	4.97%	8
Total Respondents: 161		

### Q16 Would you be interested in hearing news or getting updates from Newham CCG if you had provided them with feedback?

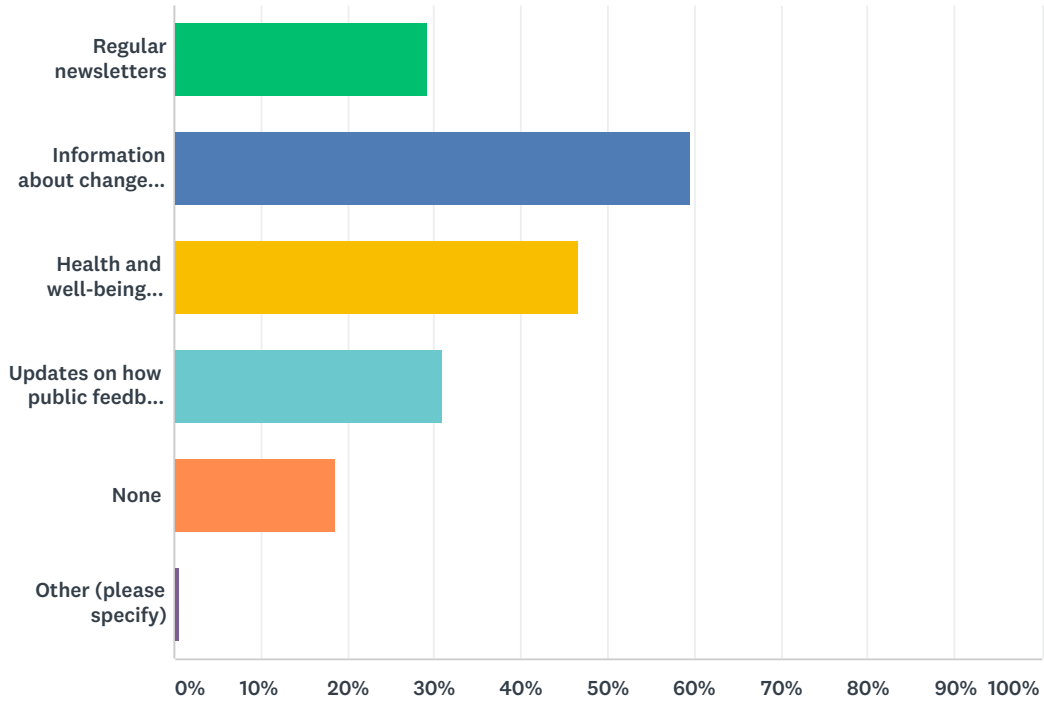
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, regularly	26.09%	42
Yes, only when there is something to update me with	54.04%	87
No	21.74%	35
Other (please specify)	0.62%	1
Total Respondents: 161		

## Q17 What information would you like to receive from your CCG?

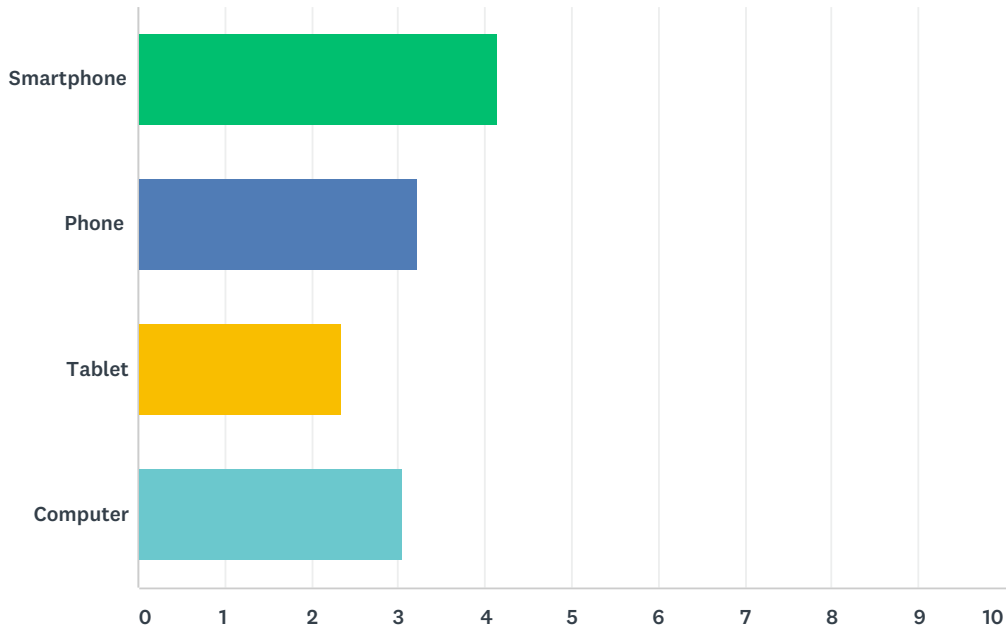
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Regular newsletters	29.19%	47
Information about changes to services in my community	59.63%	96
Health and well-being information	46.58%	75
Updates on how public feedback is shaping decision-making	31.06%	50
None	18.63%	30
Other (please specify)	0.62%	1
Total Respondents: 161		

### Q18 Do you use one of these devices and if so, roughly how often do you use them?

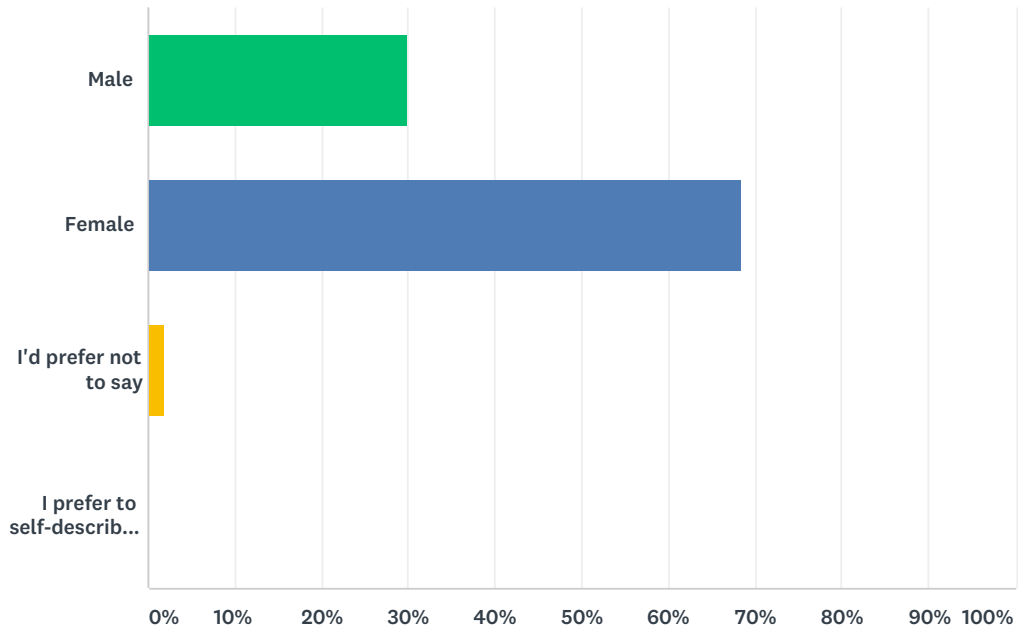
Answered: 161 Skipped: 0



	MANY TIMES A DAY	ONCE A DAY	WEEKLY	MONTHLY	NEVER	TOTAL	WEIGHTED AVERAGE
Smartphone	76.82% 116	6.62% 10	1.99% 3	0.66% 1	13.91% 21	151	4.15
Phone	47.89% 68	15.49% 22	8.45% 12	4.23% 6	23.94% 34	142	3.23
Tablet	28.37% 40	13.48% 19	14.89% 21	8.51% 12	34.75% 49	141	2.34
Computer	38.89% 56	20.14% 29	10.42% 15	9.03% 13	21.53% 31	144	3.05

## Q19 What is your gender?

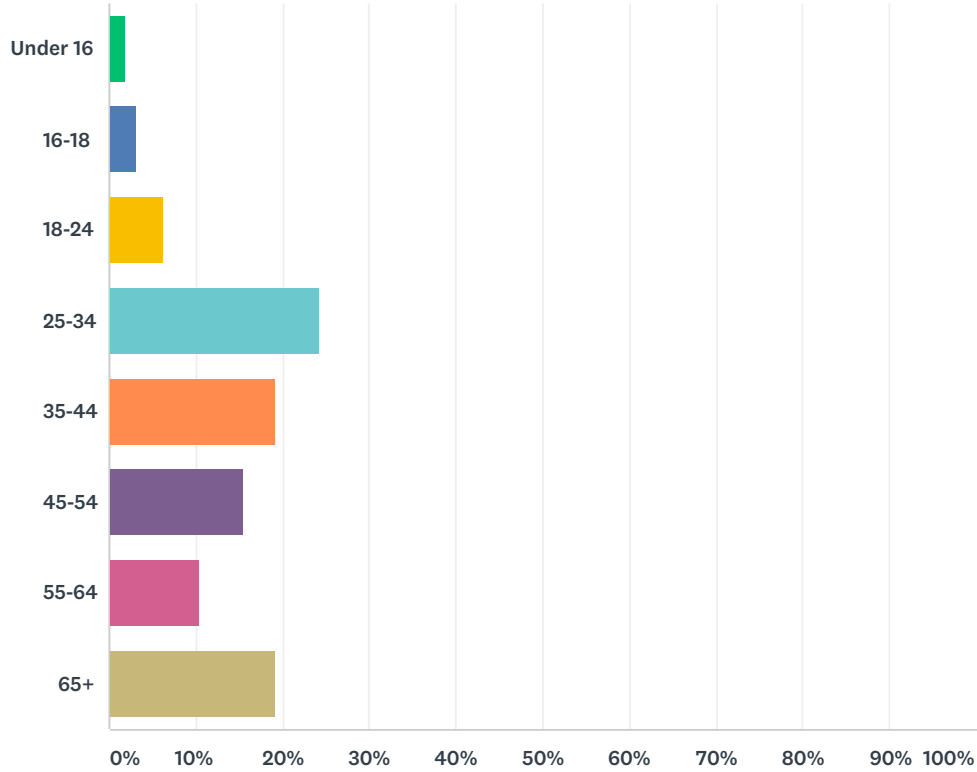
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	29.81% 48
Female	68.32% 110
I'd prefer not to say	1.86% 3
I prefer to self-describe as	0.00% 0
TOTAL	161

## Q20 How old are you?

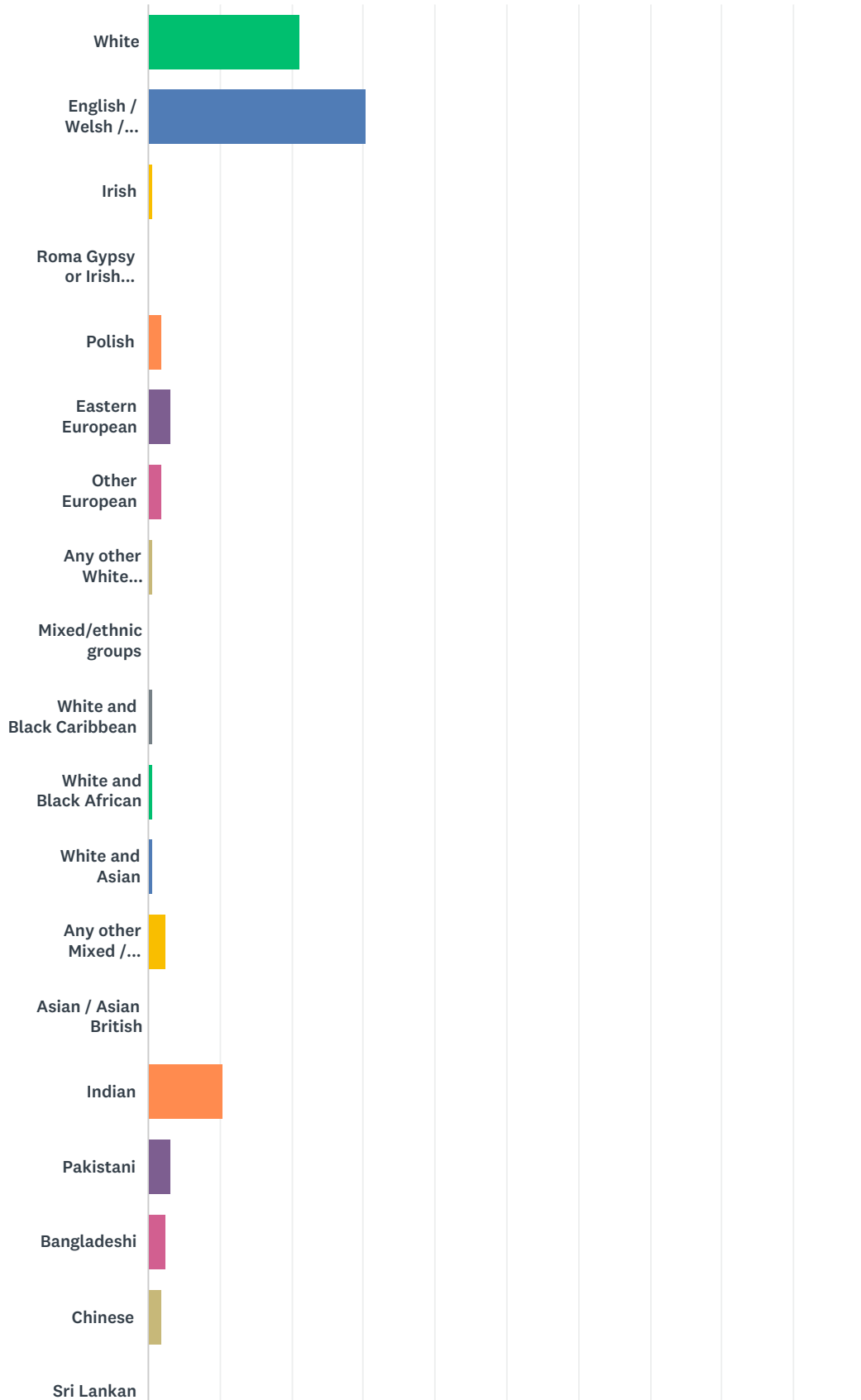
Answered: 161 Skipped: 0



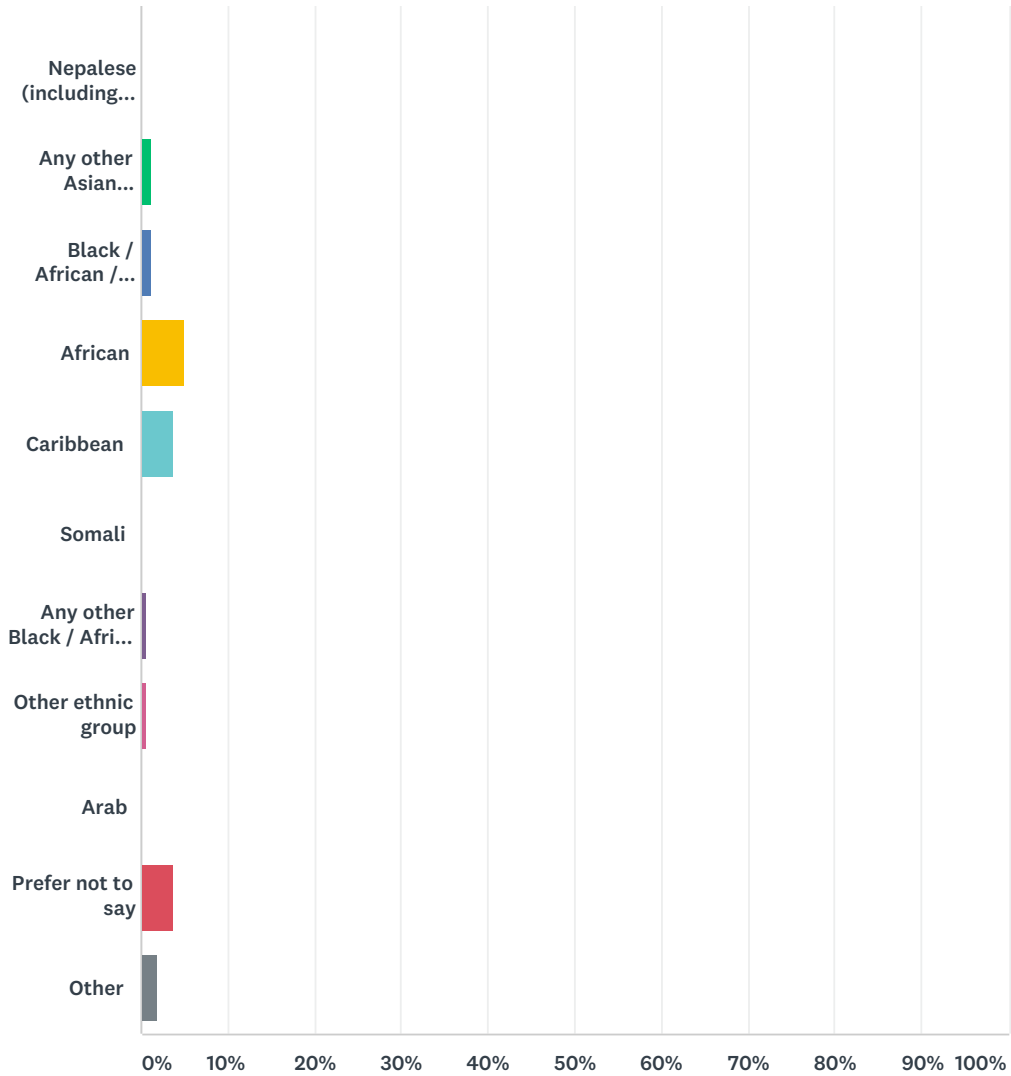
ANSWER CHOICES	RESPONSES	
Under 16	1.86%	3
16-18	3.11%	5
18-24	6.21%	10
25-34	24.22%	39
35-44	19.25%	31
45-54	15.53%	25
55-64	10.56%	17
65+	19.25%	31
<b>TOTAL</b>		<b>161</b>

## Q21 What is your ethnic group?

Answered: 161 Skipped: 0



## Intelligent Health Survey



ANSWER CHOICES	RESPONSES	
White	21.12%	34
English / Welsh / Scottish / Northern Irish / British	30.43%	49
Irish	0.62%	1
Roma Gypsy or Irish Traveller	0.00%	0
Polish	1.86%	3
Eastern European	3.11%	5
Other European	1.86%	3
Any other White background	0.62%	1
Mixed/ethnic groups	0.00%	0
White and Black Caribbean	0.62%	1
White and Black African	0.62%	1
White and Asian	0.62%	1

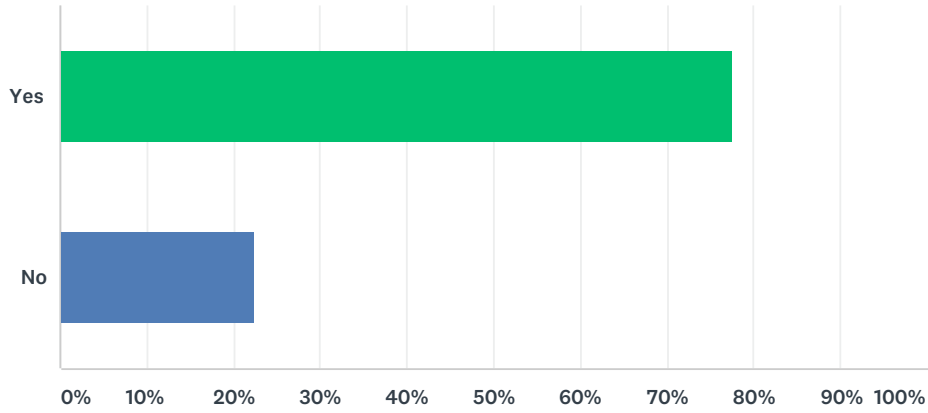


## Intelligent Health Survey

Any other Mixed / multiple ethnic background	2.48%	4
Asian / Asian British	0.00%	0
Indian	10.56%	17
Pakistani	3.11%	5
Bangladeshi	2.48%	4
Chinese	1.86%	3
Sri Lankan	0.00%	0
Nepalese (including Ghurkha)	0.00%	0
Any other Asian background	1.24%	2
Black / African / Caribbean / Black British	1.24%	2
African	4.97%	8
Caribbean	3.73%	6
Somali	0.00%	0
Any other Black / African / Caribbean background	0.62%	1
Other ethnic group	0.62%	1
Arab	0.00%	0
Prefer not to say	3.73%	6
Other	1.86%	3
<b>TOTAL</b>		<b>161</b>

## Q22 Is English your first language?

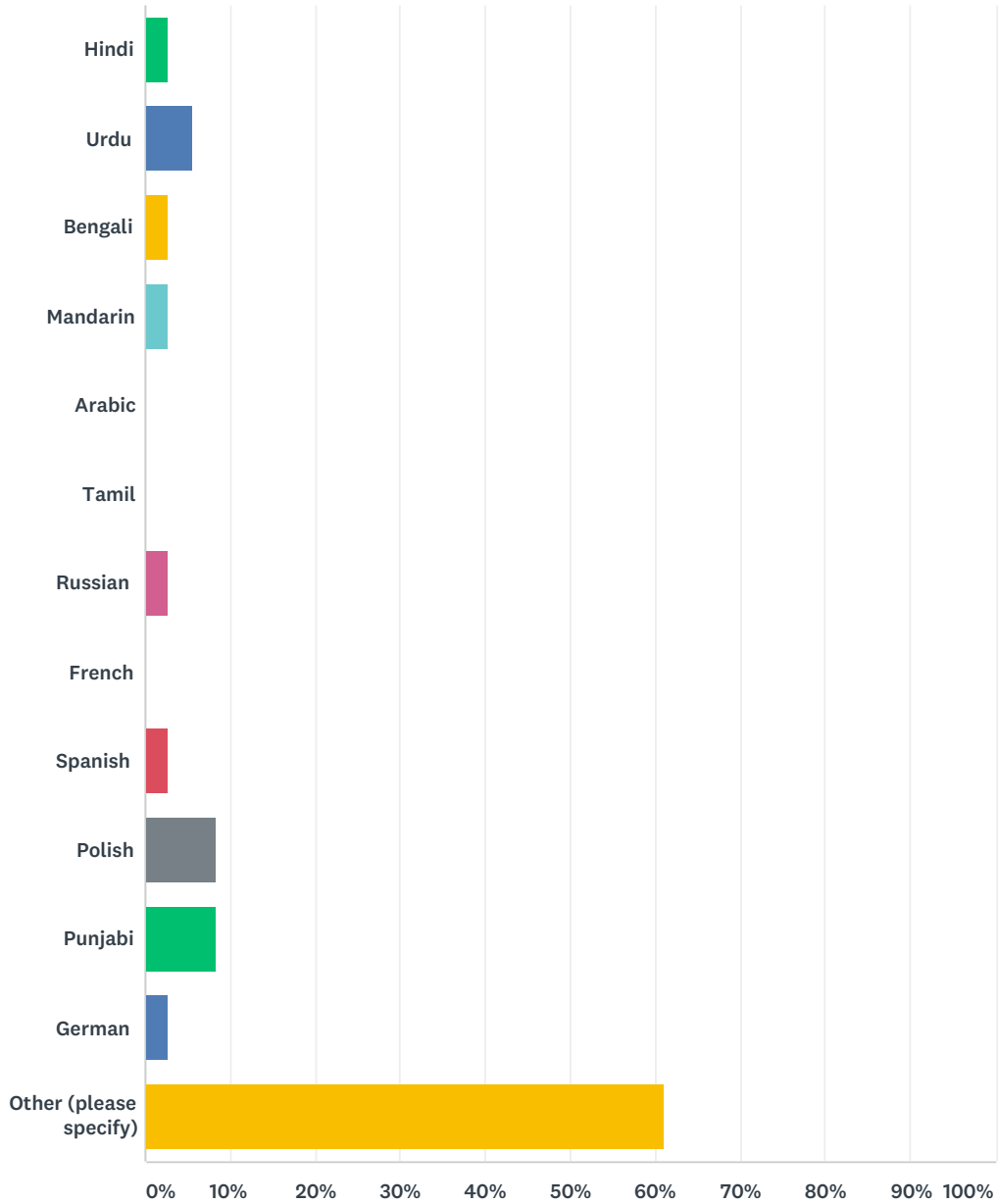
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.64%	125
No	22.36%	36
TOTAL		161

## Q23 What is your first language?

Answered: 36 Skipped: 125



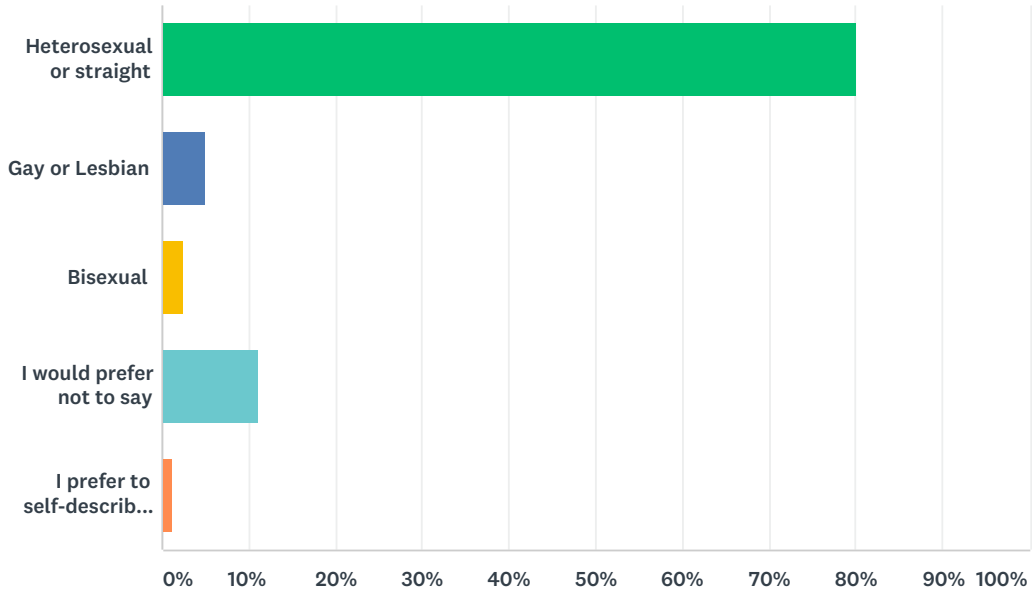
ANSWER CHOICES	RESPONSES	
Hindi	2.78%	1
Urdu	5.56%	2
Bengali	2.78%	1
Mandarin	2.78%	1
Arabic	0.00%	0
Tamil	0.00%	0

## Intelligent Health Survey

Russian	2.78%	1
French	0.00%	0
Spanish	2.78%	1
Polish	8.33%	3
Punjabi	8.33%	3
German	2.78%	1
Other (please specify)	61.11%	22
TOTAL		36

## Q24 Which of the following best describes how you think of yourself?

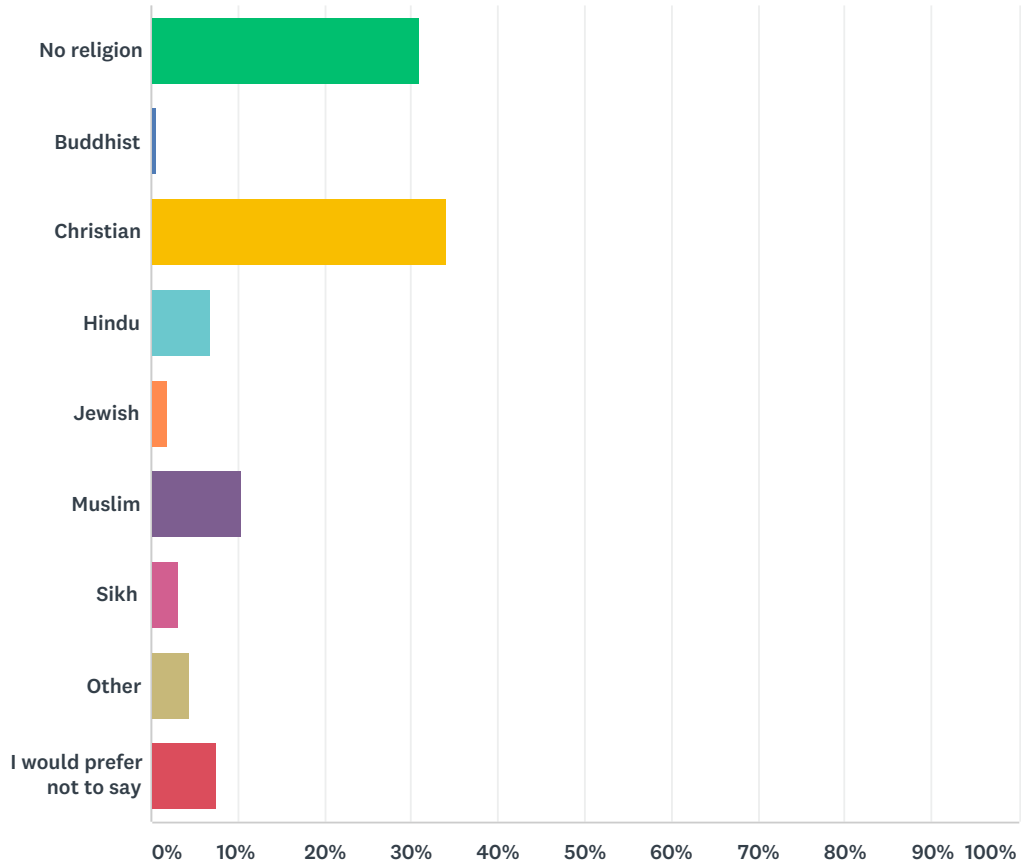
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Heterosexual or straight	80.12%	129
Gay or Lesbian	4.97%	8
Bisexual	2.48%	4
I would prefer not to say	11.18%	18
I prefer to self-describe as:	1.24%	2
<b>TOTAL</b>		<b>161</b>

## Q25 Which, if any, of the following best describes your religion?

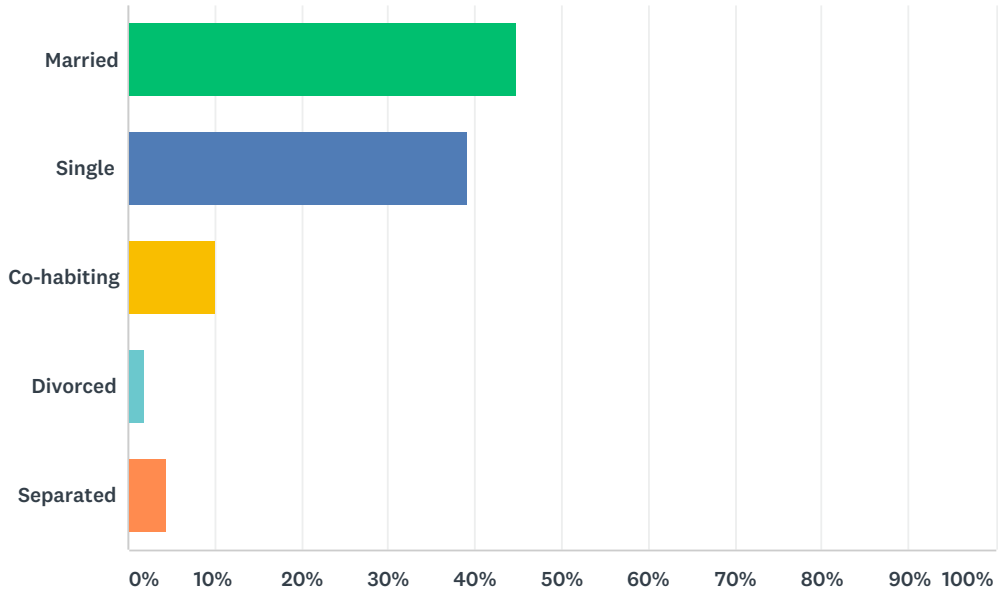
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
No religion	31.06%	50
Buddhist	0.62%	1
Christian	34.16%	55
Hindu	6.83%	11
Jewish	1.86%	3
Muslim	10.56%	17
Sikh	3.11%	5
Other	4.35%	7
I would prefer not to say	7.45%	12
<b>TOTAL</b>		<b>161</b>

## Q26 What is your marital status?

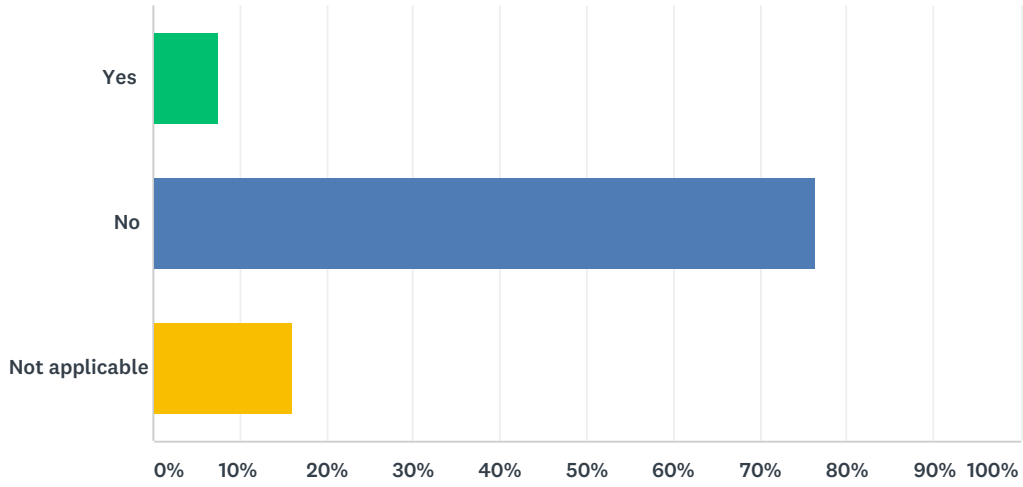
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES
Married	44.72% 72
Single	39.13% 63
Co-habiting	9.94% 16
Divorced	1.86% 3
Separated	4.35% 7
TOTAL	161

### Q27 Are you currently pregnant or have a child under 1 year of age?

Answered: 161 Skipped: 0

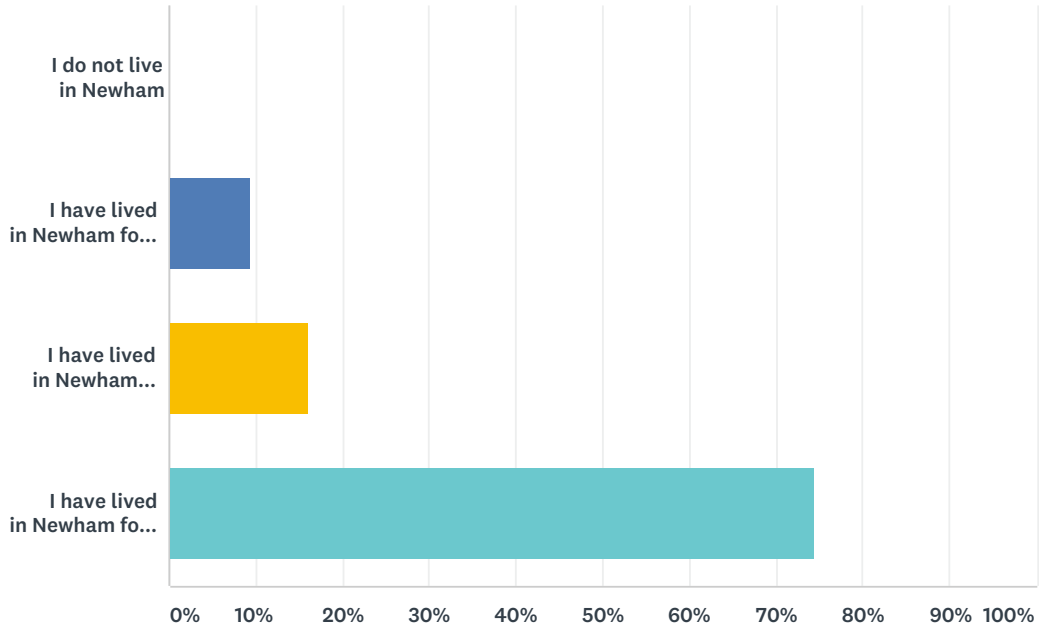


ANSWER CHOICES	RESPONSES	
Yes	7.45%	12
No	76.40%	123
Not applicable	16.15%	26
TOTAL		161



## Q28 Are you a resident of Newham?

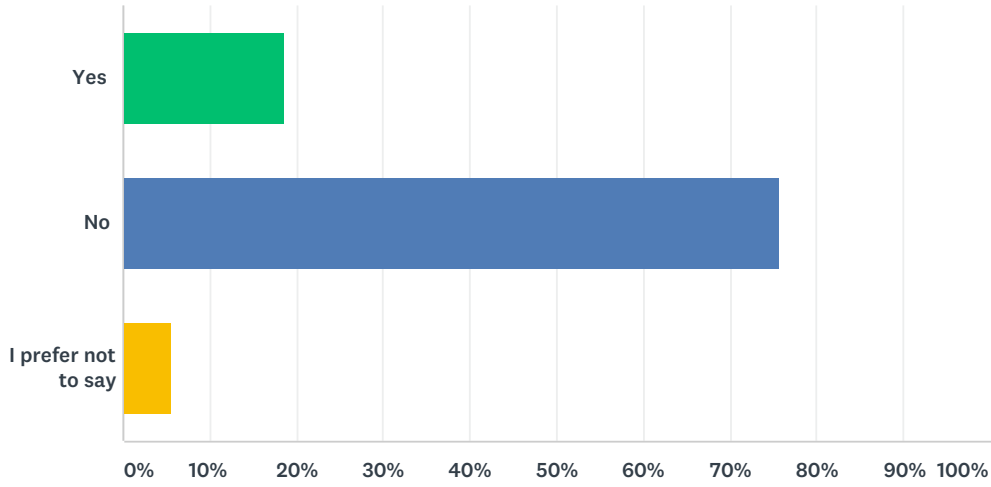
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES
I do not live in Newham	0.00% 0
I have lived in Newham for less than a year	9.32% 15
I have lived in Newham between 1-5 years	16.15% 26
I have lived in Newham for over 5 years	74.53% 120
TOTAL	161

## Q29 Do you consider yourself to have a disability?

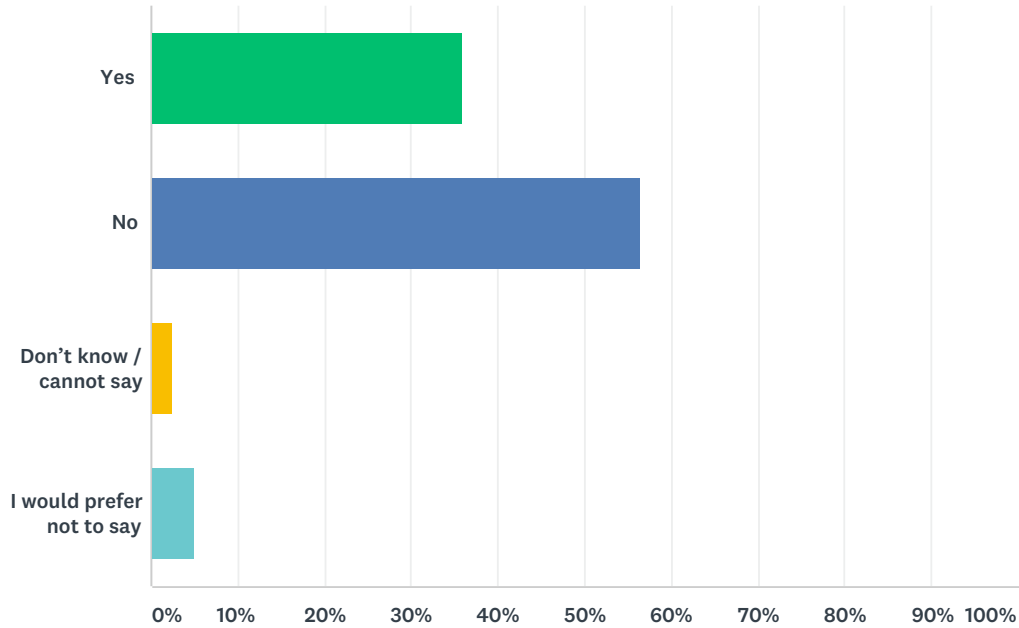
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	18.63%	30
No	75.78%	122
I prefer not to say	5.59%	9
TOTAL		161

Q30 Do you have any long-term physical or mental health conditions, disabilities or illnesses? (By long-term, this means longer than a 12-month period, as well as issues related to old age.)

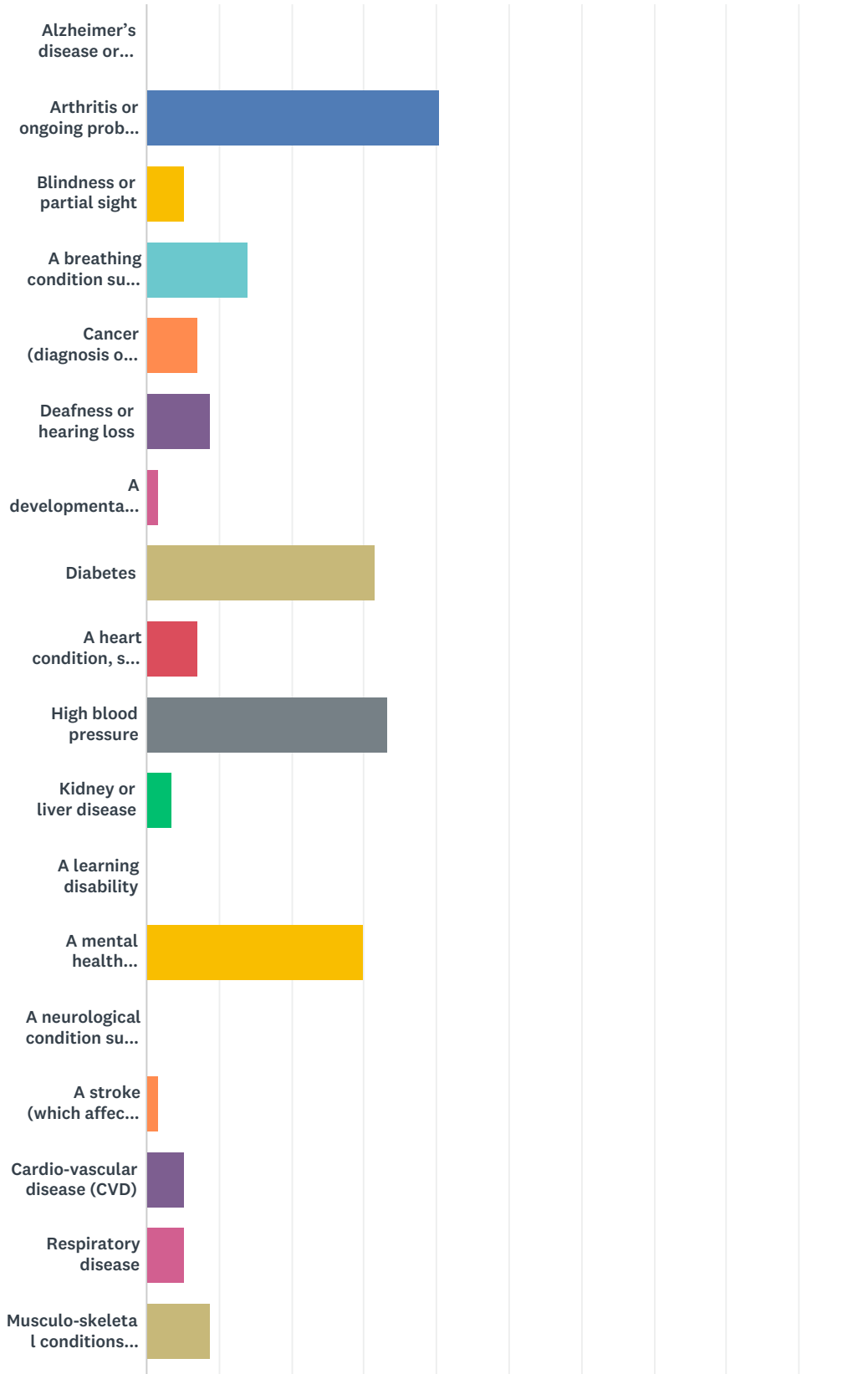
Answered: 161 Skipped: 0



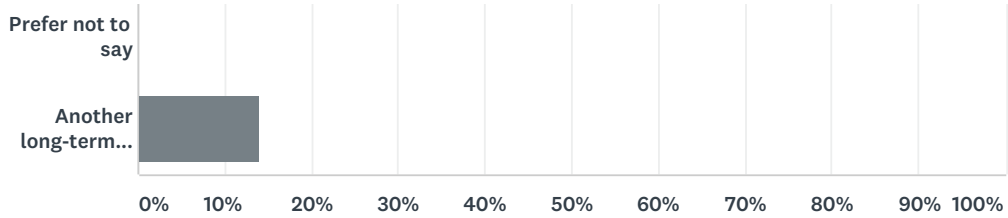
ANSWER CHOICES	RESPONSES	
Yes	36.02%	58
No	56.52%	91
Don't know / cannot say	2.48%	4
I would prefer not to say	4.97%	8
<b>TOTAL</b>		<b>161</b>

### Q31 Which, if any, of the following long-term conditions do you have? (Tick all that may apply)

Answered: 57 Skipped: 104



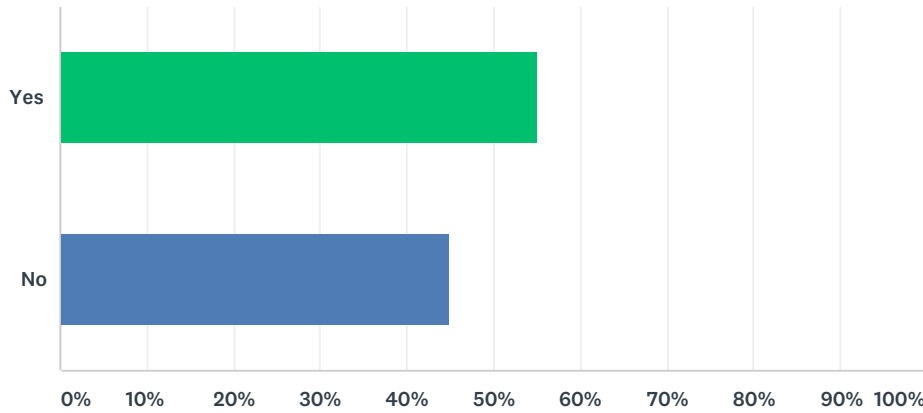
## Intelligent Health Survey



ANSWER CHOICES	RESPONSES	
Alzheimer's disease or other cause of dementia	0.00%	0
Arthritis or ongoing problem with back or joints	40.35%	23
Blindness or partial sight	5.26%	3
A breathing condition such as asthma or COPD	14.04%	8
Cancer (diagnosis or treatment in the last 5 years)	7.02%	4
Deafness or hearing loss	8.77%	5
A developmental disability, such as autism or ADHD	1.75%	1
Diabetes	31.58%	18
A heart condition, such as angina or atrial fibrillation	7.02%	4
High blood pressure	33.33%	19
Kidney or liver disease	3.51%	2
A learning disability	0.00%	0
A mental health condition	29.82%	17
A neurological condition such as epilepsy	0.00%	0
A stroke (which affects your day-to-day life)	1.75%	1
Cardio-vascular disease (CVD)	5.26%	3
Respiratory disease	5.26%	3
Musculo-skeletal conditions (MSK)	8.77%	5
Prefer not to say	0.00%	0
Another long-term condition or disability	14.04%	8
Total Respondents: 57		

### Q32 Would you like to be entered into the prize draw to win a West Ham United Goodie Bag? (you need to be 18 or over).

Answered: 158 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	55.06%	87
No	44.94%	71
TOTAL		158

## Q33 Please enter a valid email address

Answered: 79 Skipped: 82