

Questions 1-4: TODAY'S NHS

1. Would you like to be kept informed about any cuts or changes to our local health services?	-----
2. Do you think local health services have got better or worse in recent years?	
Much better	8%
A bit better	23%
About the same	18%
Slightly worse	24%
Much worse	27%
3. Which of the following statements do you think applies best to the NHS in the Southport area? (tick all that apply)	
Is well managed and is well funded	3%
Spends money well	6%
Gets me the treatment I need quickly	23%
Is badly managed	21%
Wastes too much money	23%
Is slow to deliver care and treatment	26%
4. Who do you think should decide about major changes to our local health services?	
Local health boards elected by residents	32%
Local health professionals	52%
Local Council	3%
Health Minister in Whitehall	3%
Unelected body in Lancashire/Merseyside	4%
Other_____	6%

Questions 5-9: SOUTHPORT GP SERVICES

5. Roughly how often have you consulted an NHS GP at his/her surgery in the past two years?	
Never (please go to Q9)	3%
Once	1%
2-5 times	49%
More	47%
6. How many days have you had to wait for an appointment?	
1 day /same day	69%
2 days	11%
3 -5 days	14%
Longer_____	6%
7. How reasonable do you feel this waiting time has been?	
Very reasonable	66%
Fairly reasonable	21%
Not very reasonable	9%
Totally unreasonable	4%

8. Generally, how satisfied have you been with the consultation?

Very satisfied	72%
Fairly satisfied	24%
Not very satisfied	3%
Not at all satisfied (please give details)	1%

9. How do you rate the out-of-hours care (evenings and weekends) provided by your doctor?

Good	28%
Average	30%
Poor	42%

Questions 10-17: OUR LOCAL HOSPITALS

10. Have you attended a Hospital Accident & Emergency Department (A&E) during the last three years?

Yes	55%
No (please go to Q14)	45%

11. Which hospital did you attend (please write name of hospital below)?(If more than one hospital, put hospital you attended most)

Southport	85%
Ormskirk	15%

12. How long did it take for you to be seen?

Up to one hour	61%
1-2 hours	29%
2-4 hours	9%
Longer (please state)_____	1%

13. How long did it take for your problem to be diagnosed after being seen?

Up to one hour	58%
1-2 hours	29%
2-4 hours	8%
Longer (please state)_____	5%

14. If you have been referred by your GP to a hospital, how long did you wait between being referred by your GP and being seen for the first time by the hospital doctor?

Haven't been referred (go to Q19)	38%
Up to two weeks	5%
2-4 weeks	20%
1-3 months	29%
Longer_____	8%

15. How reasonable do you feel this waiting time was?	
Very reasonable	28%
Fairly reasonable	40%
Not very reasonable	18%
Totally unreasonable	15%

16. What was the longest you have waited to receive an treatment which the hospital doctor said you needed? (i.e. a operation or drug therapy)	
Up to four weeks	42%
1-3 months	31%
4-10 months	21%
Longer_____	6%

17. On how many occasions have you paid privately to see a consultant during the past two years?	
Never	78%
Once	17%
Twice	5%

Questions 18-20: CHILDREN'S ACCIDENT & EMERGENCY

18. Have you had occasion to take a child or children to th Accident & Emergency Service at Ormskirk Hospital?	
Never (please go to Q19)	73%
Once	11%
Twice	7%
More_____	9%

18a. If you have taken children to the Ormskirk Accident Emergency Department, how have you found the treatment?	
Excellent	20%
Good	47%
Satisfactory	27%
Unsatisfactory	5%
Poor	1%

19. Your MP John Pugh is continuing to press for most children incidents to be addressed in Southport without unnecessar journeys to Ormskirk or Alder Hey? Do you think this is:	
Badly needed and essential	86%
Desirable but not essential	9%
Not necessary	5%
No opinion	0%

Questions 20-28: ADULT HOSPITAL IN-PATIENTS

20. How often have you been admitted to hospital as an NH in-patient during the last two years?

Never (please go to Q29)	51%
Once	34%
Twice	10%
3-5 times	3%
More	2%

21. Which hospital were you admitted to? (please write name of hospital below)

Ormskirk	14%
Southport	73%
Other	13%

22. How satisfied have you been with the nursing you have received? (at the hospital in answer to Q.21 above)

Very satisfied	58%
Fairly satisfied	29%
Not very satisfied	7%
Not at all satisfied	6%

23. How soon after your admission did you see your consultant? (If admitted more than once give longest wait)

Same day	58%
Within 2 days	26%
Longer _____	10%
Never	6%

24. How satisfied have you been with the hospital food you have received? (at the hospital in answer to Q.21 above)

Very satisfied	21%
Fairly satisfied	51%
Not very satisfied	15%
Not at all satisfied (please give details)	13%

25. How clean did you consider the hospital to be? (at the hospital in answer to Q 21)

Very clean	25%
Fairly clean	54%
Not very clean	14%
Not at all clean	7%
Specific comments? Please give details below	

26. Were you aware of any problems with MRSA or other hospital related infections during your stay?

No	84%
Yes (please give details)	16%

27. Overall how did you rate your stay in hospital?	
Very good	52%
Fair	29%
Poor	13%
Very poor	6%

28. Did you have any problems associated with your discharge from hospital and arrangement for support and aftercare at home/in the community?	
No	83%
Yes (please give details)	17%

Questions 29-31: NHS DENTISTRY IN THE SOUTHPORT AREA

29. Are you registered as an NHS patient with a dentist?	
Yes	70%
No	30%

30. Have you or anyone in your family experienced any problems in trying to get dental treatment with a local NHS dentist?	
Yes	24%
No	76%

31. Have you been for a dental check up in the last twelve months?	
Yes	87%
No	13%

Questions 32-33: PRIVATE HEALTH CARE

32. Would you like to see private health care providers becoming more involved in the NHS in the North West?	
Yes	51%
No	49%

33. Do you currently pay towards private health care?	
Yes	27%
No	73%

Questions 34-36: GENERAL HEALTH ISSUES

34. Do you think that mixed-sex wards are acceptable?	
Yes	13%
No	86%
No opinion	1%

35. This year nurses have received a pay rise of less than 2%. As your local MP, I have given my backing in Parliament to the campaign to secure a pay rise for NHS nurses. Do you support this campaign?	
Yes	94%
No	6%

36. I am campaigning in Parliament for more screening on the NHS so that serious illnesses like cancer and heart disease are diagnosed earlier. Do you support my campaign?

Yes	95%
No	5%

Questions 37-39: CHARGES LEVIED ON PATIENTS & VISITORS

37. Telephoning to and from patients in hospital is presently done through a premium line provided by a private company. Do you think that this is.....

Acceptable	11%
Not Sure	17%
Unacceptable	72%

38. Car Parking costs at local hospitals are £3.00 per visit. Do you think that this is....

Acceptable	14%
Not Sure	5%
Unacceptable	81%

39. Generally, how satisfied are you with the way in which the NHS is run in our local area?

Very satisfied	16%
Fairly satisfied	51%
Not very satisfied	24%
Not at all satisfied	9%

40. Please use the space below to tell me what you think should be the most important priority for improving our local NHS services here in Southport. Feel free to add any other information which you think might help my campaign to protect and improve our local NHS.