

The BIG ASK health research project

Introduction

NHS organisations (NHS Dorset Clinical Commissioning Group (CCG), The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust, Poole Hospital NHS Foundation Trust, Dorset HealthCare and Dorset County NHS Foundation Trust) commissioned The Market Research Group (MRG) at Bournemouth University to undertake a survey of local residents and users of NHS services.

The main aim of this research was to gather views regarding what patients and residents value from their NHS, as well as identifying what they would like the NHS within Dorset to prioritise. Further aims were to identify areas of improvement, awareness of services available within Dorset, as well as possible changes to services in order to benefit patients and residents. The Big Ask also gathered views from as many different types of respondent as possible in order to determine whether there are any differences in views between various patient groups and residents. This was achieved by data collection and analysis for each of the CCG's 13 localities.

Key areas that the survey asked patients and residents for their views and comments on were:

- Rating of various NHS services available within Dorset
- What residents/patients appreciate about the NHS in Dorset
- What residents/patients would like improved within the NHS in Dorset
- Reasons for attending emergency departments
- Awareness of alternative services to using emergency departments
- What makes a good hospital experience
- Choice of location/provider of health services
- Opening hours of various NHS services
- Availability of specialist staff/care
- Where do people find out information about NHS services and medical conditions

Methodology

The full Big Ask report analyses and explores the results of the questions and themes above. The fieldwork period was open throughout June – September 2013. The main methodology adopted was quantitative – a self-completion survey, available in both paper format and through online completion with upwards of 25,000 copies sent out via a variety of approaches, including random postal mail-drop, individual NHS partners distribution, accompanied by a media relations plan to drive people to complete online. Some qualitative work was undertaken with ten focus groups comprising a mix of residents across Dorset (these still be analysed). A media relations campaign and partnership with the Bournemouth Daily Echo directed the public to the online survey.

This report is an abridged version of the full research and summarises findings based on the respondent sample from NHS Dorset CCG's Christchurch locality.

Sample size and statistical validity

The target population for the survey was adults living in Bournemouth, Poole, Dorset and West Hampshire aged 16 and over. A total of 6,105 responses were received to the big ask survey. A sample

of 6,105 implies that the results are representative of the Dorset, Bournemouth, Poole and West Hampshire population to within $\pm 1.25\%$ at the 95% confidence level (i.e. there is only 1 chance in 20 of the margin of error contained within the results being greater than 1.25%).

85% of responses were from Dorset residents, while 7% were from employees of a health care body. Responses were received from residents across all district areas, with 30% of responses from Bournemouth residents and 21% from Poole residents. **There were 389 responses from Christchurch residents (7%). We do not currently have the demographic breakdown for these responses** (For the overall report, 63% of the respondents were aged older than 65, while 62% were females).

Weighting

In order for the results to be representative of the wider population, weighting has been applied to the Big Ask data to take into account the differences between the respondent sample and the whole Dorset and West Hampshire population. Weighting involves investigating the demographic data to identify whether a particular sub-group is under-represented within the data. If there are any under-represented sub-groups, weighting involves replicating the data from those in that particular sub-group who did respond in order to simulate the results of the missing sample members. For example, if there is only half the expected number of responses from men aged 16 – 24 when compared to the entire population of Dorset and West Hampshire, this sub-group should be given a weight of 2.0. Likewise, if there are twice as many responses from females aged 45 – 64, then this sub-group should be given a weight of 0.5. Caution should be taken when analysing the weighted data as it assumes that respondents are in all aspects comparable to non-respondents, which may not be the case.

Net percentage

The net percentage is calculated by adding the two percentages of the two positive options (for example, strongly agree (%) + agree (%)) and then adding the two percentages of the two negative options (strongly disagree (%) + disagree (%)) and then subtracting the negative from the positive. This provides the net percentage figure that allows you to measure the balance of opinion. It also provides you with one percentage that you can then rank against other questions. In most incidences if the net percentage is greater than zero then more respondents are positive than negative, while if the net percentage is a minus figure then more respondents have responded negatively to that question.

Locality of respondents

Locality	Number of responses	Sample %	Confidence level
Bournemouth North	528	9%	± 4.26
Central Bournemouth	541	9%	± 4.21
East Bournemouth	537	9%	± 4.23
Poole Central	314	5%	± 5.53
Poole Bay	735	13%	± 3.61
Poole North	445	8%	± 4.65
Christchurch	389	7%	± 4.97
East Dorset	568	10%	± 4.97
Mid Dorset	294	5%	± 5.72
North Dorset	324	6%	± 5.44
Dorset West	218	4%	± 6.64
Purbeck	271	5%	± 5.95
Weymouth & Portland	329	6%	± 5.40
West Hampshire	290	5%	± 5.75

Health by locality

	Very good	Good	Fair	Poor	Very poor
Bournemouth North	24%	45%	25%	5%	0%
Central Bournemouth	22%	46%	23%	6%	3%
East Bournemouth	24%	54%	15%	6%	2%
Poole Central	18%	38%	39%	5%	0%
Poole Bay	25%	51%	19%	5%	1%
Poole North	26%	49%	19%	6%	1%
Christchurch	24%	53%	15%	7%	0%
East Dorset	29%	41%	25%	6%	0%
Mid Dorset	26%	54%	15%	5%	0%
North Dorset	36%	43%	14%	7%	1%
Dorset West	21%	50%	24%	5%	1%
Purbeck	30%	42%	23%	5%	0%
Weymouth & Portland	18%	51%	20%	9%	2%
West Hampshire	28%	43%	23%	6%	0%

Overall respondent profile

Overall, 63% of the respondents were aged older than 65, while 62% were females. Due to this the results have been weighted in order to reflect the whole population of Dorset and West Hampshire.

Just less than three-quarters of respondents rate their health as either very good or good (72%). Only 7% rate their health as poor or very poor. Half the respondents are married (51%) and the vast majority (91%) are heterosexual. The majority of residents have access to a car (89%), while 6% have access to a motorbike.

Just less than one in seven residents (15%) care for someone with long-term ill health or problems related to old age other than as part of their job. Two-thirds of residents (67%) do not have a long-standing illness/disability that affects their daily activities. 63% of residents indicated that they are Christian, 15% have no religion, 11% are atheist and 5% follow another religion / faith / belief. The vast majority of residents are White British (94%)

SUMMARY OF KEY FINDINGS FOR CHRISTCHURCH LOCALITY (IN THE CONTEXT OF THE OVERALL FINDINGS)

Each question in The Big Ask full report provides a narrative of the findings overall for Dorset. This condensed version presents top line figures and themes for Christchurch locality. The Christchurch responses for each question (in context of answers for the remaining localities) are provided in full in the main body of this document, where Christchurch is highlighted in orange.

Top line results emerging from Christchurch responses (with corresponding page number for more detail)

NHS appreciation (page 7)

Caring, skilled staff (32%) time waiting at appointment/being seen quickly (13%), free (10%), Local services (17%) Good GP/surgery practice (22%) are appreciated most by Christchurch respondents.

Areas for improvement in local NHS (page 9)

Appointment times (46%) GP / GP surgery (18%), after care/follow up (22%), Discharge from hospital (21%) and more staff/nurses are overworked/less agency staff (14%) are in need of improvement.

Satisfaction with local services (page 11)

69% are satisfied or fairly satisfied with local health services.

Use of services in the last 12 months (12)

81% have used outpatients / clinics, 57% inpatients (general), 2% inpatients (community), 94% GP / practice nurse appointment, 11% received treatment at home, 21% used NHS 111, 19% used 999, 3% accessed mental health crisis team.

Rating of services (pages 13-17)

Christchurch residents rated the following as **very good or good**: inpatient at general hospital (83%), community hospital (83%), mental health hospital (64%), outpatient (50%), GP / practice nurse (63%), walk-in centre/ minor injury unit (79%), treatment at home (77%), mental health crisis team (49%) 111 (33%), 999 (88%).

In terms of **poor or very poor** ratings, these were generally very low (under 5%) for the services listed above with the exception of the following: inpatient at a mental hospital (27%), treatment received at home (9%), mental health crisis team (45%), 111 (42%)¹.

Awareness of non-emergency services (page 19)

The majority of Christchurch respondents said they are aware they can access non-emergency treatment via other means than A & E, including GP appointment and telephone consultation (93% / 77%), pharmacy (58%) and 111 (71%). 61% were aware of the out of hours GP service.

Prepared to use non-emergency services / barriers to using these services (pages 20-28)

¹ Media coverage and associated perceptions created as a result were identified in the focus groups as a reason for NHS 111 being regarded as poor, not necessarily on experience.

The vast majority of Christchurch respondents appear willing to use a range of other services for non-emergency treatment. However, they highlighted areas which would prevent them from using these services. These are: Difficulty in getting GP appointment (45%), lack of confidence in proper diagnosis in a GP telephone consultation (8%), lack of awareness of local walk-in clinics (84%), poor reputation / bad publicity of NHS 111 (57%) and waiting times on phone (10%), poor service of out of hours GP (31%), 73% are not aware of any mental health crisis services in the area and in terms of accessing pharmacists, it depends on how qualified they are (100%).

It is interesting to note that the national NHS campaign around Choose Well, which distributed leaflets to every household in Dorset in April 2013 to make clear how people can access non-emergency treatment, does not appear to have made much impact. **An issue to feed back to NHS comms teams.**

Three most important factors in overnight hospital stay (pages 28-30)

For Christchurch respondents these are: quality of clinical care (39%), prompt response to request for assistant/pain management (43%) and being given a clear explanation of treatment / tests (48%)

Three most important factors in day visit (no overnight) (pages 30-32)

These are: quality of clinical care (35%), being given a clear explanation of their condition (51%), able to get an appointment quickly (34%)

Travelling to hospital (page 33)

55% travel by car (either as driver or passenger).

Choice of care (pages 34-37)

Over half (67%) of Christchurch respondents are aware they have a choice of certain routine treatments while 37% are aware they can choose the provider. 76% strongly agree or tend to agree with the statement **'I like to have a choice of who provides my healthcare'**. 70% would like **'more information about who provides the service'**. 68% agree that they **'would prefer my GP to tell me where to go for treatment'**, while 89% agreed that they **'like to have a choice of location for treatment'**. 63% disagreed that there is **'too much choice'**.

Factors which influence choice of care (pages 38-39)

Clinical reputation of the doctor/clinician (63%), 60% want care close to where they live. The reputation of the organisation is also important (59%) recommendation of the organisation from your GP or other health care professional (56%), previous experience/knowledge of the organisation (49%) and it is close to where I live (46%).

Improvements to local services (pages 40-48)

In this section, people were asked to comment upon several areas. Seven day working was highlighted with (60%) wanting outpatient services available up to 9pm weekdays Saturday morning / afternoon (9am-1pm). 46% also want therapy appointments and scans and 62% want blood tests available at these times. On average, 42% also want services available on Saturday from 1-5pm. 44% want day case operations in weekday evenings and 40% on a Saturday.

Availability of highly skilled staff (page 45)

98% of Christchurch respondents cited availability of highly skilled staff available seven days a week as very (85.9%) or fairly important (12.6%).

They strongly agree or tend to agree that they would be prepared to travel further than their local hospital in order to be seen by highly skilled staff seven days a week (84%). (11% disagreed with this.)

Specialist care (eg. consultants) (pages 46-48)

Overall, The Big Ask reveals more respondents disagreed than agreed that they are not prepared to travel further for specialist care. For Christchurch respondents, their answers to specific statements in the questionnaire are as follows:

I support greater specialist care, even if it may result in having to travel a little further within Dorset (92% agree/ disagree.) Overall, 82% of all Dorset respondents support this statement.

I am not prepared to travel further than my local hospital to receive specialist treatment 10% agree, 87% disagree with this statement).

I would be happy to travel out of Dorset (eg. Southampton / London) if I require specialist care (81% agree, 11% disagree).

The specific distance I have to travel to receive specialist treatment is not important to me (59% agree, 26% disagree).

I would prefer local services to provide a wide range, even if this means less specialist services (20% agree, 38% disagree, and 14% neither agree or disagree).

Communication and information (page 49)

The final question in The Big Ask related to how people find out information about NHS services. 67% of Christchurch respondents access information via the GP surgery, local print media (32%) or word of mouth (33%).

The qualitative responses from focus groups are currently being analysed and will be available shortly.

NHS appreciation

Main themes that were identified that residents appreciate about the NHS in Dorset are the attitude and skill of staff, being seen quickly, GP surgeries, the ambulance / emergency service, and services being local.

Top 5 themes appreciated by locality

Bournemouth North

Staff (attitude, professionalism, skill, caring) (36%)
Free (23%)
Good GP / surgery practice (18%)
Ambulance / emergency service / 999 (16%)
Local services (16%)

Poole Central

Staff (attitude, professionalism, skill, caring) (34%)
Good services / range of services (24%)
On-going / regular treatment (20%)
Local services (12%)
Good GP / surgery practice (11%)

Christchurch

Staff (attitude, professionalism, skill, caring) (32%)
Good GP / surgery practice (22%)
Local services (17%)
Time waiting at appointment / being seen quickly (13%)
Free (10%)

North Dorset

Time waiting at appointment / being seen quickly (37%)
Staff (attitude, professionalism, skill, caring) (27%)
Good GP / surgery practice (21%)
Local services (13%)
Patient care and treatment (7%)

Central Bournemouth

Staff (attitude, professionalism, skill, caring) (31%)
Good GP / surgery practice (21%)
Ambulance / emergency service / 999 (17%)
Time waiting at appointment / being seen quickly (13%)
Patient care and treatment (12%)

Poole Bay

Staff (attitude, professionalism, skill, caring) (42%)
Local services (17%)
Time waiting at appointment / being seen quickly (15%)
Patient care and treatment (13%)
Good GP / surgery practice (13%)

East Dorset

Staff (attitude, professionalism, skill, caring) (39%)
Good GP / surgery practice (20%)
Time waiting at appointment / being seen quickly (19%)
Ambulance / emergency service / 999 (14%)
Local services (12%)

Dorset West

Staff (attitude, professionalism, skill, caring) (30%)
Good GP / surgery practice (30%)
Local services (20%)
Time waiting at appointment / being seen quickly

East Bournemouth

Staff (attitude, professionalism, skill, caring) (35%)
Accessibility (21%)
Outpatients (17%)
Good GP / surgery practice (17%)
Time waiting at appointment / being seen quickly (14%)

Poole North

Staff (attitude, professionalism, skill, caring) (36%)
Time waiting at appointment / being seen quickly (17%)
Good GP / surgery practice (16%)
Local services (14%)
Patient care and treatment (13%)

Mid Dorset

Staff (attitude, professionalism, skill, caring) (40%)
Good GP / surgery practice (20%)
Local services (20%)
Time waiting at appointment / being seen quickly (14%)
Availability (11%)

Purbeck

Staff (attitude, professionalism, skill, caring) (32%)
Community Hospital (21%)
Local services (21%)
Ambulance / emergency service / 999 (17%)
Patient care and treatment (10%)

	(16%)
	Ambulance / emergency service / 999 (11%)
Weymouth & Portland	West Hampshire
Staff (attitude, professionalism, skill, caring) (37%)	Staff (attitude, professionalism, skill, caring) (35%)
Good GP / surgery practice (19%)	Good GP / surgery practice (15%)
Time waiting at appointment / being seen quickly (18%)	Time waiting at appointment / being seen quickly (13%)
Local services (15%)	Local services (11%)
Minor injury unit / walk in centre (14%)	Ambulance / emergency service / 999 (11%)

The themes highlighted in yellow indicate themes that appear in the top five themes that are most appreciated by locality but do not appear in the top five of the overall sample

NHS improvement

Dorset residents would most like appointment times within the NHS improved, including having to wait to get an appointment with their GP as well as waiting for an appointment once referred. Residents would also like their GP surgery to improve, with longer opening hours and availability at weekends covered. Residents also feel that there is not enough NHS staff, particularly in hospitals.

Top 5 themes that are in need of improvement by locality

Bournemouth North Appointment times (44%) GP / GP surgery (14%) Attitude of staff / professionalism / skill / knowledge (11%) More staff/nurses are overworked/less agency staff (9%) Patient care and treatment (8%)	Central Bournemouth Appointment times (29%) GP / GP surgery (17%) Out of hours / weekend cover (16%) Communication / clear explanation / advice (9%) A & E (9%)	East Bournemouth Appointment times (47%) Patient care and treatment (20%) GP / GP surgery (15%) Increase staff salary (15%) More staff/nurses are overworked/less agency staff (10%)
Poole Central Appointment times (29%) Accessibility (22%) Availability (21%) Preventative care (20%) GP / GP surgery (12%)	Poole Bay Appointment times (40%) GP / GP surgery (18%) Out of hours / weekend cover (8%) Car parking (6%) NHS Dentists (6%)	Poole North Appointment times (39%) More staff/nurses are overworked/less agency staff (14%) GP / GP surgery (13%) Patient care and treatment (9%) Out of hours / weekend cover (9%)
Christchurch Appointment times (46%) After care / follow up (22%) Discharge from hospital (21%) GP / GP surgery (18%) More staff/nurses are overworked/less agency staff (14%)	East Dorset Appointment times (39%) GP / GP surgery (21%) Patient care and treatment (16%) Out of hours / weekend cover (9%) Communication / clear explanation / advice (8%)	Mid Dorset Appointment times (29%) GP / GP surgery (14%) Communication / clear explanation / advice (13%) Car parking (10%) More staff/nurses are overworked/less agency staff (9%)
North Dorset GP / GP surgery (22%) Appointment times (22%) Out of hours / weekend cover (15%) Local services (10%) Accessibility (9%)	Dorset West Appointment times (37%) GP / GP surgery (20%) More staff/nurses are overworked/less agency staff (13%) Car parking (11%)	Purbeck Appointment times (31%) GP / GP surgery (24%) Out of hours / weekend cover (17%) Community Hospital (11%) Local services (10%)

Out of hours / weekend cover (9%)

Weymouth & Portland

Appointment times (32%)

GP / GP surgery (15%)

Patient care and treatment (12%)

Mental health services (12%)

More staff/nurses are overworked/less agency staff (8%)

West Hampshire

Appointment times (26%)

GP / GP surgery (14%)

Car parking (14%)

NHS 111 / NHS Direct (13%)

Out of hours / weekend cover (12%)

The themes highlighted in yellow indicate themes that appear in the top five themes that are most in need of improvement by locality but do not appear in the top five of the overall sample

Satisfaction with health services

The majority of residents are either 'fairly satisfied' (48%) or 'very satisfied' (36%) with health services in Dorset in general.

Satisfaction with health services in Dorset by locality

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Net satisfaction
Bournemouth North	31.1%	53.6%	8.6%	5.7%	0.9%	+78.1%
Central Bournemouth	33.8%	44.9%	9.7%	7.7%	3.8%	+67.2%
East Bournemouth	41.1%	42.9%	7.3%	4.8%	3.9%	+75.3%
Poole Central	26.2%	64.8%	6.4%	1.7%	0.9%	+88.4%
Poole Bay	39.1%	48.4%	8.7%	2.2%	1.5%	+83.8%
Poole North	31.4%	56.1%	7.0%	3.6%	1.9%	+82.0%
Christchurch	34.0%	36.5%	5.4%	23.3%	0.9%	+46.3%
East Dorset	36.0%	49.2%	10.3%	3.2%	1.4%	+80.6%
Mid Dorset	37.2%	48.9%	6.0%	7.5%	0.4%	+78.2%
North Dorset	50.9%	37.9%	5.8%	4.4%	0.9%	+83.5%
Dorset West	31.4%	56.2%	8.2%	3.5%	0.6%	+83.5%
Purbeck	28.8%	48.7%	15.9%	6.3%	0.3%	+70.9%
Weymouth & Portland	32.3%	48.0%	9.4%	8.4%	1.9%	+70.0%
West Hampshire	36.9%	49.4%	8.6%	4.0%	1.0%	+81.3%

NHS services used and rating of services

The majority of residents have had or know someone that has had a GP appointment (90%) in the last 12 months, while just less than three-quarters (71%) have or know someone that has been an outpatient at a hospital. One-quarter of residents have used NHS 111 or know someone that has (26%).

Users of services were more likely to offer an opinion on how they would rate each service than those that had not used the service. Of those that did offer an opinion on services, 999 ambulance services and outpatients at a hospital received the highest net rating of all services (+90% and +80% respectively), while NHS 111 (+11%) and mental health crisis services (+11%) received the lowest net ratings.

Services used by locality

Services used in Dorset within the last 12 months is analysed by locality.

	Inpatient at a general hospital	Inpatient at a community hospital	Inpatient at a mental health hospital	Outpatient at a hospital (clinics)	GP / practice nurse appointment	Walk in centre / minor injury unit	Treatment received at home	Mental health crisis services	NHS 111 telephone service	999 ambulance services
Bournemouth North	50%	2%	3%	66%	93%	14%	15%	7%	29%	30%
Central Bournemouth	45%	3%	6%	72%	88%	16%	15%	9%	31%	27%
East Bournemouth	52%	1%	0%	74%	88%	25%	10%	6%	35%	20%
Poole Central	38%	2%	5%	75%	93%	10%	12%	8%	42%	22%
Poole Bay	48%	6%	5%	63%	89%	14%	16%	7%	20%	24%
Poole North	41%	5%	3%	77%	94%	12%	17%	5%	22%	27%
Christchurch	57%	2%	1%	81%	94%	12%	11%	3%	21%	19%
East Dorset	43%	4%	1%	74%	90%	15%	23%	7%	26%	25%
Mid Dorset	38%	5%	2%	62%	93%	18%	13%	3%	11%	17%
North Dorset	21%	10%	4%	80%	94%	26%	9%	7%	26%	20%
Dorset West	30%	5%	1%	68%	97%	30%	12%	1%	22%	16%
Purbeck	45%	11%	2%	74%	92%	23%	17%	6%	23%	28%
Weymouth & Portland	51%	11%	4%	67%	87%	54%	16%	8%	18%	23%
West Hampshire	37%	6%	0%	69%	74%	13%	14%	5%	24%	22%

Service rating by locality

The following tables report on the findings of those that offered an opinion for each respective service.

Inpatient at a general hospital

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	22.0%	53.9%	14.6%	8.8%	0.6%	+66.5%
Central Bournemouth	28.5%	50.0%	13.6%	7.1%	0.9%	+70.5%
East Bournemouth	38.0%	43.4%	11.0%	6.1%	1.5%	+73.8%
Poole Central	33.4%	55.3%	8.3%	2.6%	0.4%	+85.7%
Poole Bay	25.7%	55.7%	13.2%	4.9%	0.5%	+76.0%
Poole North	25.4%	58.7%	8.9%	6.8%	0.2%	+77.1%
Christchurch	22.7%	60.9%	7.7%	8.5%	0.2%	+74.9%
East Dorset	24.2%	49.5%	17.1%	5.8%	3.4%	+64.5%
Mid Dorset	26.2%	57.9%	10.7%	3.6%	1.5%	+79.0%
North Dorset	29.4%	45.3%	20.4%	3.4%	1.6%	+69.7%
Dorset West	27.4%	54.2%	11.4%	5.7%	1.4%	+74.5%
Purbeck	18.2%	57.0%	20.1%	4.0%	0.7%	+70.5%
Weymouth & Portland	26.7%	54.3%	9.4%	9.3%	0.2%	+71.5%
West Hampshire	37.2%	46.4%	9.5%	4.7%	2.2%	+76.7%

Inpatient at a community hospital

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	19.9%	48.6%	30.6%	0.0%	1.0%	+67.5%
Central Bournemouth	24.5%	31.8%	33.5%	7.7%	2.5%	+46.1%
East Bournemouth	6.8%	80.7%	4.9%	6.4%	1.2%	+79.9%
Poole Central	5.6%	69.2%	17.2%	4.6%	3.3%	+66.9%
Poole Bay	11.4%	52.1%	22.3%	13.8%	0.4%	+49.3%
Poole North	27.9%	56.7%	9.9%	4.1%	1.5%	+79.0%
Christchurch	41.2%	41.4%	9.1%	8.2%	0.0%	+74.4%
East Dorset	43.7%	33.6%	18.2%	2.5%	2.1%	+72.7%
Mid Dorset	20.0%	43.8%	22.0%	8.2%	6.0%	+49.6%
North Dorset	38.9%	45.9%	14.7%	0.0%	0.5%	+84.3%
Dorset West	24.1%	55.4%	10.2%	5.8%	4.5%	+69.2%
Purbeck	50.1%	24.5%	18.0%	7.4%	0.0%	+67.2%
Weymouth & Portland	14.0%	59.6%	15.1%	10.0%	1.3%	+62.3%
West Hampshire	42.2%	48.0%	9.8%	0.0%	0.0%	+90.2%

Inpatient at a mental health hospital

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	7.6%	61.1%	7.2%	19.9%	4.3%	+44.5%
Central Bournemouth	23.1%	20.9%	30.0%	11.8%	14.3%	+17.9%
East Bournemouth	5.5%	15.0%	71.6%	4.5%	3.4%	+12.6%
Poole Central	38.8%	43.9%	8.7%	8.7%	0.0%	+74.0%
Poole Bay	11.7%	58.8%	17.3%	8.8%	3.4%	+58.3%
Poole North	7.5%	50.0%	25.4%	7.2%	9.9%	+40.4%
Christchurch	7.1%	56.5%	9.6%	1.9%	25.0%	+36.7%
East Dorset	3.4%	37.2%	25.1%	21.2%	13.1%	+6.3%
Mid Dorset	2.8%	40.2%	24.5%	23.0%	9.5%	+10.5%
North Dorset	7.7%	21.2%	39.6%	15.7%	15.7%	-2.5%
Dorset West	4.2%	73.0%	7.6%	7.6%	7.6%	+62.0%
Purbeck	7.9%	50.7%	38.5%	2.9%	0.0%	+55.7%
Weymouth & Portland	17.1%	23.3%	14.3%	40.2%	5.1%	-4.9%
West Hampshire	56.2%	24.8%	19.0%	0.0%	0.0%	+81.0%

Outpatient at a hospital (clinics)

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	27.3%	61.2%	7.5%	4.1%	0.0%	+84.4%
Central Bournemouth	29.4%	51.9%	13.4%	4.8%	0.5%	+76.0%
East Bournemouth	41.5%	42.5%	11.7%	2.6%	1.7%	+79.7%
Poole Central	28.9%	63.6%	5.8%	1.7%	0.0%	+90.8%
Poole Bay	27.2%	58.5%	10.0%	3.9%	0.3%	+81.5%
Poole North	24.5%	62.4%	8.6%	3.7%	0.7%	+82.5%
Christchurch	27.4%	42.8%	27.7%	2.0%	0.0%	+68.2%
East Dorset	34.1%	52.2%	9.2%	3.4%	1.1%	+81.8%
Mid Dorset	28.9%	54.9%	11.9%	3.0%	1.2%	+79.6%
North Dorset	28.0%	55.1%	10.5%	5.5%	1.0%	+76.6%
Dorset West	27.0%	61.3%	9.4%	1.5%	0.8%	+86.0%
Purbeck	24.9%	54.9%	16.3%	3.9%	0.0%	+75.9%
Weymouth & Portland	25.7%	51.2%	17.4%	4.6%	1.1%	+71.2%
West Hampshire	30.1%	57.2%	8.9%	2.8%	0.9%	+83.6%

GP / Practice nurse appointment

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	32.6%	51.5%	9.4%	5.2%	1.3%	+77.6%
Central Bournemouth	34.2%	41.7%	12.3%	5.8%	6.0%	+64.1%
East Bournemouth	28.0%	49.0%	13.8%	6.9%	2.3%	+67.8%
Poole Central	28.7%	54.2%	7.3%	6.9%	3.0%	+73.0%
Poole Bay	34.0%	49.8%	9.7%	4.0%	2.5%	+77.3%
Poole North	38.3%	48.4%	7.3%	4.6%	1.5%	+80.6%
Christchurch	24.8%	38.4%	29.7%	5.7%	1.4%	+56.1%
East Dorset	29.6%	42.2%	13.0%	11.4%	3.8%	+56.6%
Mid Dorset	45.2%	43.8%	6.0%	3.5%	1.5%	+84.0%
North Dorset	47.9%	41.5%	3.4%	3.7%	3.5%	+82.2%
Dorset West	38.9%	48.2%	5.5%	6.1%	1.3%	+79.7%
Purbeck	23.6%	47.5%	12.0%	14.1%	2.8%	+54.2%
Weymouth & Portland	38.4%	42.3%	9.6%	2.6%	7.0%	+71.1%
West Hampshire	35.6%	47.6%	10.5%	5.2%	1.1%	+76.9%

Walk in centre / minor injury unit

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	18.3%	56.1%	15.7%	9.0%	0.9%	+64.5%
Central Bournemouth	16.2%	42.8%	27.2%	8.6%	5.3%	+45.1%
East Bournemouth	19.3%	57.0%	13.0%	5.8%	4.8%	+65.7%
Poole Central	14.9%	59.3%	10.9%	14.1%	0.8%	+59.3%
Poole Bay	26.5%	37.5%	27.9%	6.6%	1.5%	+55.9%
Poole North	46.2%	37.0%	12.0%	1.6%	3.2%	+78.4%
Christchurch	21.2%	57.9%	12.7%	0.0%	8.3%	+70.8%
East Dorset	17.0%	52.1%	16.6%	6.3%	8.1%	+54.7%
Mid Dorset	35.2%	31.9%	31.3%	1.5%	0.0%	+65.6%
North Dorset	29.4%	52.9%	15.3%	0.7%	1.7%	+79.9%
Dorset West	35.6%	53.2%	5.3%	5.9%	0.0%	+82.9%
Purbeck	44.8%	42.8%	12.4%	0.0%	0.0%	+87.6%
Weymouth & Portland	36.6%	43.1%	10.4%	8.2%	1.7%	+69.8%
West Hampshire	39.1%	40.2%	5.0%	9.9%	5.8%	+63.6%

Treatment received at home

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	22.8%	51.1%	17.7%	6.6%	1.8%	+65.5%
Central Bournemouth	34.8%	37.2%	19.8%	7.3%	0.9%	+63.8%
East Bournemouth	20.7%	27.2%	47.7%	2.2%	2.2%	+43.5%
Poole Central	35.3%	37.4%	14.0%	13.2%	0.0%	+59.5%
Poole Bay	32.2%	47.6%	11.3%	6.6%	2.2%	+71.0%
Poole North	28.1%	47.7%	15.4%	5.0%	3.8%	+67.0%
Christchurch	27.7%	49.2%	11.4%	1.9%	9.7%	+65.3%
East Dorset	39.8%	29.8%	19.1%	7.8%	3.4%	+58.4%
Mid Dorset	27.6%	38.1%	21.0%	10.7%	2.5%	+52.5%
North Dorset	25.7%	60.1%	8.6%	4.5%	1.2%	+80.1%
Dorset West	28.8%	57.5%	5.6%	6.1%	2.0%	+78.2%
Purbeck	24.6%	47.9%	12.5%	12.6%	2.4%	+57.5%
Weymouth & Portland	44.1%	38.8%	4.3%	11.4%	1.5%	+70.0%
West Hampshire	33.4%	50.2%	7.4%	9.0%	0.0%	+74.6%

Mental health crisis services

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	6.9%	36.2%	12.9%	25.0%	19.0%	-0.9%
Central Bournemouth	15.7%	18.6%	20.7%	16.6%	28.5%	-10.8%
East Bournemouth	56.0%	7.5%	9.6%	9.9%	17.0%	+36.6%
Poole Central	16.9%	23.2%	36.5%	16.1%	7.3%	+16.7%
Poole Bay	14.2%	26.7%	21.8%	8.9%	28.4%	+3.6%
Poole North	13.1%	38.0%	27.9%	16.7%	4.3%	+30.1%
Christchurch	16.9%	32.5%	5.7%	14.3%	30.6%	+4.5%
East Dorset	12.7%	18.7%	28.4%	7.8%	32.4%	-8.8%
Mid Dorset	18.8%	29.0%	30.9%	5.4%	15.9%	+26.5%
North Dorset	41.4%	11.0%	10.2%	31.2%	6.2%	+15.0%
Dorset West	13.3%	31.5%	21.4%	8.5%	25.4%	+10.9%
Purbeck	33.1%	28.5%	21.2%	6.0%	11.2%	+44.4%
Weymouth & Portland	24.4%	9.3%	13.1%	27.1%	26.1%	-19.5%
West Hampshire	24.4%	31.6%	11.2%	17.4%	15.5%	+23.1%

NHS 111 telephone service

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	21.3%	26.8%	20.8%	12.6%	18.5%	+17.0%
Central Bournemouth	21.1%	30.3%	18.0%	13.1%	17.4%	+20.9%
East Bournemouth	7.3%	26.0%	13.6%	34.7%	18.5%	-19.9%
Poole Central	11.2%	61.0%	12.3%	10.8%	4.7%	+56.7%
Poole Bay	13.6%	38.4%	32.5%	7.3%	8.3%	+36.4%
Poole North	16.7%	26.3%	23.5%	17.0%	16.6%	+9.4%
Christchurch	9.4%	23.8%	18.4%	29.3%	19.0%	-15.1%
East Dorset	7.8%	34.4%	20.2%	13.5%	24.1%	+4.6%
Mid Dorset	9.0%	32.4%	25.9%	13.7%	19.0%	+8.7%
North Dorset	8.9%	25.3%	26.1%	19.2%	20.5%	-5.5%
Dorset West	23.5%	36.8%	12.2%	7.1%	20.5%	+32.7%
Purbeck	15.2%	22.6%	14.9%	30.3%	17.0%	-9.5%
Weymouth & Portland	21.6%	15.4%	19.5%	19.0%	24.5%	-6.5%
West Hampshire	22.0%	19.9%	19.8%	15.7%	22.6%	+3.6%

999 ambulance services

	Very good	Good	Neither good nor poor	Poor	Very poor	Net rating
Bournemouth North	55.5%	41.4%	1.2%	0.7%	1.2%	+95.0%
Central Bournemouth	58.8%	35.5%	4.3%	0.8%	0.6%	+92.9%
East Bournemouth	61.0%	35.4%	2.2%	0.2%	1.3%	+94.9%
Poole Central	62.5%	29.3%	7.9%	0.3%	0.0%	+91.5%
Poole Bay	59.8%	36.1%	3.9%	0.2%	0.0%	+95.7%
Poole North	59.7%	33.9%	5.7%	0.7%	0.0%	+92.9%
Christchurch	59.8%	28.2%	6.8%	2.2%	3.0%	+82.8%
East Dorset	52.8%	34.1%	10.4%	1.8%	1.0%	+84.1%
Mid Dorset	51.2%	40.1%	8.7%	0.0%	0.0%	+91.3%
North Dorset	36.5%	48.6%	9.3%	5.2%	0.3%	+79.6%
Dorset West	51.9%	42.6%	3.1%	2.5%	0.0%	+92.0%
Purbeck	42.3%	52.6%	4.4%	0.4%	0.3%	+94.2%
Weymouth & Portland	51.9%	38.6%	3.5%	5.0%	1.1%	+84.4%
West Hampshire	47.5%	44.3%	1.6%	3.8%	2.8%	+85.2%

Emergency department

More than half the residents (53%) have used or know someone that has used an emergency department in Dorset in the last 12 months. Emergency departments received a net rating of +67% overall. Three-quarters of emergency department users indicated that they attended because it was an emergency (75%). Just less than one-fifth of users indicated that they attended A&E because they were referred there by a GP (18%), and a further 15% indicated that they attended because their GP surgery was closed.

Emergency department use in the last 12 months by locality

	Yes, I have	Yes, a friend / relative has	Yes, I am the carer of someone who has	No
Bournemouth North	20%	34%	4%	48%
Central Bournemouth	35%	30%	6%	42%
East Bournemouth	27%	24%	4%	50%
Poole Central	26%	49%	4%	31%
Poole Bay	31%	30%	4%	43%
Poole North	21%	30%	3%	51%
Christchurch	37%	48%	4%	34%
East Dorset	26%	28%	4%	49%
Mid Dorset	26%	30%	2%	46%
North Dorset	15%	16%	1%	68%
Dorset West	20%	23%	4%	56%
Purbeck	14%	32%	6%	52%
Weymouth & Portland	28%	33%	4%	42%
West Hampshire	18%	21%	2%	63%

The table below indicates which emergency departments in Dorset residents of each locality have used. Residents that indicated 'yes, I have' only to the previous question are used in this analysis due to not knowing where the friend/relative or the person that is cared for lives.

A&E department used by residents of each locality

	Royal Bournemouth	Poole	Dorset County	Other emergency department
Bournemouth North	86%	20%	0%	3%
Central Bournemouth	77%	25%	0%	1%
East Bournemouth	93%	28%	0%	4%
Poole Central	3%	98%	0%	2%
Poole Bay	39%	68%	2%	1%
Poole North	10%	91%	0%	6%
Christchurch	98%	8%	2%	3%
East Dorset	53%	55%	1%	2%
Mid Dorset	3%	0%	99%	1%
North Dorset	1%	13%	72%	36%
Dorset West	3%	0%	93%	15%
Purbeck	7%	70%	14%	10%
Weymouth & Portland	0%	2%	93%	15%
West Hampshire	87%	17%	0%	15%

Awareness of non-emergency treatment services

The majority of respondents are aware that they can receive non-emergency treatment via a GP appointment (89%), while more than two-thirds of respondents are aware of being able to receive non-emergency treatment via a GP telephone consultation (70%). Only 15% of respondents are aware of mental health crisis services, while less than one-third are aware of being able to use the NHS Choices website as a source of non-emergency treatment (30%).

East Bournemouth residents are significantly less likely to be aware of GP telephone consultations than residents in any other locality. Weymouth & Portland and North Dorset residents are significantly more likely to be aware of walk in centres / minor injury units than residents in any other locality.

Awareness of non-emergency treatment services by locality

	GP appointment	GP telephone consultation	Walk in centres / minor injury units	NHS 111 telephone service	Out of hours GP service	NHS Choices website	Pharmacist	Mental health crisis services	None of the above
Bournemouth North	93%	65%	43%	66%	61%	28%	68%	12%	4%
Central Bournemouth	86%	67%	47%	59%	54%	28%	64%	12%	7%
East Bournemouth	90%	52%	57%	58%	60%	28%	58%	25%	3%
Poole Central	92%	72%	37%	75%	69%	28%	70%	10%	3%
Poole Bay	87%	70%	41%	61%	54%	30%	65%	13%	4%
Poole North	92%	74%	48%	68%	58%	31%	72%	15%	3%
Christchurch	93%	77%	34%	71%	61%	45%	58%	11%	4%
East Dorset	89%	80%	53%	75%	60%	27%	68%	14%	3%
Mid Dorset	88%	78%	59%	65%	64%	41%	75%	20%	2%
North Dorset	94%	82%	81%	67%	44%	34%	64%	18%	1%
Dorset West	90%	71%	70%	70%	50%	31%	67%	14%	3%
Purbeck	83%	71%	61%	65%	46%	20%	63%	13%	5%
Weymouth & Portland	86%	60%	86%	67%	48%	32%	64%	19%	4%
West Hampshire	87%	76%	60%	65%	53%	26%	65%	13%	5%

Prepared to use services for non-emergency treatment

The vast majority of respondents (92%) would be prepared to have a GP appointment for non-emergency treatment, while three-quarters would be prepared to have a GP telephone consultation (75%). More than two-thirds of respondents would be prepared to use a pharmacist (69%) or visit a walk in centre / minor injury unit (68%). Only one-third of respondents would be prepared to use the NHS Choices website (35%) for non-emergency treatment.

Prepared to use for non-emergency treatment by locality

	GP appointment	GP telephone consultation	Walk in centres / minor injury units	NHS 111 telephone service	Out of hours GP service	NHS Choices website	Pharmacist	Mental health crisis services	None of the above
Bournemouth North	94%	72%	65%	49%	67%	31%	66%	22%	2%
Central Bournemouth	90%	73%	55%	41%	57%	26%	62%	15%	7%
East Bournemouth	94%	79%	76%	56%	69%	45%	71%	32%	1%
Poole Central	95%	80%	69%	67%	76%	43%	72%	19%	1%
Poole Bay	92%	79%	61%	51%	67%	34%	68%	22%	1%
Poole North	97%	76%	67%	48%	65%	29%	72%	17%	1%
Christchurch	78%	63%	46%	37%	45%	45%	76%	34%	1%
East Dorset	93%	75%	71%	48%	63%	31%	66%	23%	2%
Mid Dorset	96%	78%	72%	47%	66%	38%	70%	23%	0%
North Dorset	97%	82%	83%	62%	52%	49%	81%	18%	1%
Dorset West	95%	85%	81%	50%	56%	34%	71%	19%	0%
Purbeck	93%	77%	66%	47%	49%	29%	64%	19%	1%
Weymouth & Portland	94%	64%	89%	46%	60%	35%	68%	33%	1%
West Hampshire	94%	77%	69%	47%	51%	27%	67%	17%	2%

What would prevent residents from using services - general comments section (this was a free text field)

These responses were then coded in to each service that the comment was relevant to and then coded again to provide themes. Where comments were not specific about which service they referred to they have been grouped as general comments that would prevent service use.

More common comments that were made included a lack of awareness of services, not wanting to be treated by unqualified staff, a preference for a more personal service/face-to-face consultation, the severity of the condition needing treatment, and the distance from home of the service.

GP appointment

More than three-fifths of the comments that related to what would prevent respondents from using a GP appointment for non-emergency treatment related to having difficulty getting an appointment (62%), while a further 14% referred to the availability of a GP. Just less than one-fifth of the comments referred to a preference to see their own GP for an appointment (19%).

Reasons for not using a GP appointment by locality

	Prefer to see my own GP	Difficulty getting a GP appointment	GP availability	Busy GP surgery	Local services	Patient care	Confidence in GP / good service	Wasting GP time	Other
Bournemouth North	6%	47%	39%	0%	0%	4%	2%	0%	2%
Central Bournemouth	19%	66%	10%	0%	0%	0%	5%	0%	0%
East Bournemouth	18%	74%	2%	0%	0%	2%	3%	0%	0%
Poole Central	4%	96%	0%	0%	0%	0%	0%	0%	0%
Poole Bay	44%	27%	8%	5%	0%	0%	12%	5%	0%
Poole North	23%	34%	14%	3%	0%	7%	8%	0%	11%
Christchurch	9%	45%	28%	0%	0%	0%	9%	16%	25%
East Dorset	12%	77%	6%	3%	0%	0%	3%	0%	0%
Mid Dorset	41%	55%	4%	0%	0%	0%	0%	0%	0%
North Dorset	0%	86%	0%	0%	0%	6%	8%	0%	0%
Dorset West	35%	15%	35%	15%	0%	0%	0%	0%	0%
Purbeck	3%	78%	17%	0%	0%	12%	16%	17%	0%
Weymouth & Portland	24%	58%	10%	0%	6%	0%	2%	0%	0%
West Hampshire	10%	54%	0%	0%	0%	0%	9%	18%	9%

GP telephone consultation

More than half the comments relating to GP telephone consultations referred to the belief that it is not possible to diagnose properly over the phone (56%) as symptoms may be missed. A further one-third indicated that they prefer a face-to-face consultation with their GP (35%).

Reasons for not using GP telephone consultation by locality

	Prefer face to face consultation	Delay in returning phone call / fail to call back	Hard to diagnose over the phone / poor previous experience	Hard of hearing	Waiting times on phone and to get appointment	Other
Bournemouth North	33%	0%	12%	3%	55%	0%
Central Bournemouth	0%	0%	47%	0%	0%	53%
East Bournemouth	17%	0%	57%	9%	17%	0%
Poole Central	0%	0%	92%	0%	8%	0%
Poole Bay	47%	0%	53%	0%	0%	0%
Poole North	3%	0%	97%	3%	0%	0%
Christchurch	42%	0%	54%	0%	7%	28%
East Dorset	62%	0%	83%	0%	13%	0%
Mid Dorset	46%	18%	24%	0%	0%	13%
North Dorset	70%	0%	30%	0%	0%	0%
Dorset West	100%	0%	0%	0%	0%	0%
Purbeck	0%	0%	100%	0%	0%	0%
Weymouth & Portland	92%	0%	0%	9%	0%	0%
West Hampshire	100%	0%	0%	0%	0%	0%

Walk in centres / minor injury units

Half the comments that referred to what would prevent respondents from using a walk in centre / minor injury unit mentioned not being aware of the service (50%), while 15% of comments mentioned there not being any available locally, waiting times were poor, and that they were often busy and overcrowded.

Reasons for not using walk in centre / minor injury unit by locality

	Unaware of service	None local	Transport issues	Poor previous experience	Waiting times / busy / crowded	Opening hours	Availability	Other
Bournemouth North	65%	10%	5%	20%	0%	0%	0%	0%
Central Bournemouth	42%	27%	2%	4%	7%	13%	0%	13%
East Bournemouth	48%	15%	1%	28%	6%	4%	0%	2%
Poole Central	76%	10%	13%	0%	0%	7%	0%	0%
Poole Bay	56%	14%	6%	0%	22%	3%	8%	0%
Poole North	50%	50%	0%	0%	0%	23%	0%	0%
Christchurch	84%	5%	0%	5%	5%	0%	0%	0%
East Dorset	73%	8%	0%	5%	5%	14%	0%	0%
Mid Dorset	32%	0%	24%	0%	32%	18%	0%	0%
North Dorset	13%	24%	0%	16%	40%	0%	0%	8%
Dorset West	30%	0%	0%	9%	61%	0%	0%	0%
Purbeck	40%	30%	0%	0%	30%	0%	0%	0%
Weymouth & Portland	0%	0%	0%	35%	17%	28%	6%	15%
West Hampshire	71%	19%	10%	0%	0%	0%	0%	0%

NHS 111 telephone service

More than half of the comments (56%) related to the service having a poor reputation / bad publicity / poor service. 15% indicated that they would be prevented by unreliable advice / a fear of misdiagnosis, while more than one out of every ten (12%) feel that they would be speaking to unqualified, non-medical staff.

Reasons for not using NHS 111 by locality

	Poor reputation / bad publicity / poor service	Non - medical staff unqualified	Delay in returning phone call / failed to call back / response times	Unreliable advice / misdiagnosis	Waiting times on phone	Unaware of service	Other
Bournemouth North	45%	14%	4%	24%	11%	0%	12%
Central Bournemouth	66%	8%	7%	16%	12%	3%	8%
East Bournemouth	59%	21%	14%	18%	5%	0%	5%
Poole Central	36%	14%	1%	22%	17%	0%	14%
Poole Bay	47%	18%	6%	11%	10%	3%	13%
Poole North	71%	3%	6%	11%	10%	0%	6%
Christchurch	57%	24%	0%	9%	10%	4%	5%
East Dorset	47%	13%	5%	17%	11%	0%	26%
Mid Dorset	74%	3%	7%	9%	8%	0%	7%
North Dorset	70%	6%	7%	11%	6%	2%	7%
Dorset West	57%	6%	11%	12%	2%	3%	17%
Purbeck	57%	13%	4%	7%	15%	0%	8%
Weymouth & Portland	60%	8%	0%	13%	0%	0%	20%
West Hampshire	45%	14%	21%	24%	13%	4%	9%

Out of hours GP service

More than one-quarter of these comments related to the service having a poor reputation or having had a bad experience previously (26%), while one-fifth of comments indicated that the service was not available locally (20%). One out of every six comments referred to the doctor not knowing the patient (16%), while 15% referred to the belief that the service is for emergency treatment only.

Reasons for not using out of hours GP service by locality

	Unaware of / no experience of out of hours service	Poor service / reputation	Not available locally	GP doesn't know me or my notes / I don't know him	Not for non- emergency treatment	Waiting/res ponse times	Too Busy	Out of hours home visits	Other
Bournemouth North	0%	43%	24%	4%	7%	47%	0%	0%	10%
Central Bournemouth	12%	38%	11%	14%	6%	7%	0%	4%	14%
East Bournemouth	2%	33%	7%	17%	46%	0%	0%	0%	0%
Poole Central	46%	15%	0%	0%	15%	12%	0%	0%	20%
Poole Bay	6%	9%	8%	8%	31%	10%	0%	0%	30%
Poole North	0%	41%	3%	12%	0%	22%	0%	24%	17%
Christchurch	2%	31%	30%	31%	0%	2%	0%	0%	4%
East Dorset	4%	11%	28%	34%	7%	10%	0%	4%	4%
Mid Dorset	0%	36%	23%	3%	19%	0%	0%	0%	22%
North Dorset	5%	16%	58%	11%	5%	3%	0%	0%	3%
Dorset West	13%	24%	13%	0%	42%	4%	0%	0%	4%
Purbeck	6%	48%	16%	39%	21%	4%	0%	0%	0%
Weymouth & Portland	5%	28%	24%	15%	4%	19%	0%	0%	24%
West Hampshire	10%	40%	25%	5%	10%	0%	0%	0%	10%

NHS Choices website

Two-fifths of comments that referred to the NHS Choices website for non-emergency treatment related to preferring to talk to someone (41%) and not being confident in self-diagnosing (39%). 14% of comments related to not being aware of the NHS Choices website and having no experience of it.

Reasons for not using NHS Choices website by locality

	No call back	Unaware of NHS Choices website / no experience of it	No computer / internet access	Prefer to talk to someone	Not confident in self - diagnosing	Accessibility	Not happy with obtaining information from website / incorrect information	Other
Bournemouth North	14%	16%	14%	27%	5%	0%	27%	16%
Central Bournemouth	0%	8%	8%	12%	31%	3%	7%	35%
East Bournemouth	0%	3%	2%	82%	79%	0%	3%	7%
Poole Central	0%	50%	8%	22%	2%	0%	11%	8%
Poole Bay	0%	6%	15%	21%	11%	3%	9%	38%
Poole North	0%	2%	10%	21%	44%	1%	15%	11%
Christchurch	0%	29%	0%	0%	3%	0%	29%	39%
East Dorset	3%	46%	7%	9%	11%	0%	13%	11%
Mid Dorset	0%	0%	34%	0%	24%	0%	11%	31%
North Dorset	0%	25%	10%	31%	13%	0%	0%	45%
Dorset West	0%	0%	8%	24%	4%	16%	8%	48%
Purbeck	0%	26%	23%	26%	17%	9%	0%	0%
Weymouth & Portland	0%	28%	12%	34%	0%	0%	0%	32%
West Hampshire	0%	34%	9%	0%	17%	0%	33%	7%

Pharmacist

More than half the comments that related to what would prevent respondents from using a pharmacist for non-emergency treatment related to the fact that they would rather see their own GP (52%). 15% of comments questioned how qualified pharmacists are in order to be able to provide treatment.

Reasons for not using pharmacist by locality

	Lack of privacy / confidentiality	Poor advice / information	Unaware that I could ask pharmacist	How qualified are they?	Just refer patient to GP etc	Would rather see my own GP	Lack background information on you	Unable to write prescriptions	Limited opening hours	Other
Bournemouth North	0%	9%	0%	47%	6%	39%	6%	0%	0%	0%
Central Bournemouth	11%	41%	0%	0%	35%	0%	0%	0%	13%	0%
East Bournemouth	9%	2%	3%	3%	0%	83%	2%	0%	0%	1%
Poole Central	66%	0%	0%	21%	0%	0%	0%	0%	13%	0%
Poole Bay	11%	83%	0%	0%	0%	0%	6%	0%	11%	0%
Poole North	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Christchurch	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%
East Dorset	10%	10%	0%	67%	0%	0%	0%	4%	10%	0%
Mid Dorset	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
North Dorset	0%	0%	0%	56%	22%	22%	0%	0%	0%	0%
Dorset West	11%	57%	0%	0%	29%	0%	11%	21%	11%	0%
Purbeck	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%
Weymouth & Portland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
West Hampshire	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Mental health crisis services

Just less than half of these comments related to being unaware the service is available or how to make contact (43%). Additionally, one out of every six comments related to having a poor experience of the service previously (17%) or not having a need to use the service (17%).

Reasons for not using mental health crisis services

	Unaware mental health crisis services are available / how to make contact	Poor service / experience	No need to use the service	Only for an emergency	Accessibility	Untrained staff	Other
Bournemouth North	46%	32%	7%	10%	0%	0%	5%
Central Bournemouth	46%	0%	54%	0%	0%	0%	0%
East Bournemouth	46%	51%	14%	3%	3%	0%	0%
Poole Central	76%	9%	24%	0%	0%	0%	0%
Poole Bay	84%	0%	16%	7%	0%	0%	0%
Poole North	44%	33%	22%	0%	32%	0%	0%
Christchurch	73%	2%	19%	0%	0%	6%	0%
East Dorset	19%	14%	8%	0%	0%	0%	58%
Mid Dorset	11%	14%	5%	6%	37%	0%	27%
North Dorset	49%	13%	14%	0%	25%	0%	0%
Dorset West	17%	8%	25%	50%	0%	0%	0%
Purbeck	25%	0%	34%	41%	0%	0%	0%
Weymouth & Portland	40%	20%	0%	40%	0%	0%	0%
West Hampshire	34%	22%	22%	22%	0%	0%	0%

Overnight stay in hospital

The three most important factors to residents when considering an overnight stay in hospital are being given a clear explanation of their treatment / tests (54%), the quality of clinical care (47%), and friendly and helpful staff (46%). In addition to choosing three most important factors, a number of respondents did comment on not being able to choose as they view all factors as important.

Important factors by locality

Top three most important factors regarding an overnight stay in hospital by locality

Bournemouth North

Being given a clear explanation of your treatment / tests (54%)
 Friendly and helpful staff (49%)
 Quality of clinical care (49%)

Central Bournemouth

Being given a clear explanation of your treatment / tests (54%)
 Friendly and helpful staff (49%)
 Quality of clinical care (44%)

East Bournemouth

Quality of clinical care (56%)
 Friendly and helpful staff (55%)
 Being given a clear explanation of your treatment / tests (47%)

Poole Central

Being given a clear explanation of your treatment / tests (62%)
 Friendly and helpful staff (61%)
 Quality of clinical care (43%)

Poole Bay

Being given a clear explanation of your treatment / tests (63%)
 Quality of clinical care (48%)
 Friendly and helpful staff (46%)

Poole North

Being given a clear explanation of your treatment / tests (60%)
 Quality of clinical care (49%)
 Prompt response to request for assistance/pain management (43%)

Christchurch

Being given a clear explanation of your treatment / tests (48%)
 Able to ask questions about treatment / tests (46%)
 Quality of clinical care (39%)

East Dorset

Being given a clear explanation of your treatment / tests (60%)
 Quality of clinical care (52%)
 Friendly and helpful staff (43%)

Mid Dorset

Being given a clear explanation of your treatment / tests (55%)
 Friendly and helpful staff (51%)
 Quality of clinical care (47%)

North Dorset

Being given a clear explanation of your treatment / tests (51%)
 Prompt response to request for assistance/pain management (47%)
 Quality of clinical care (44%)

Dorset West

Being given a clear explanation of your treatment / tests (52%)
 Quality of clinical care (51%)
 Friendly and helpful staff (51%)

Purbeck

Quality of clinical care (58%)
 Friendly and helpful staff (48%)
 Being given a clear explanation of your treatment / tests (46%)

Weymouth & Portland

Friendly and helpful staff (60%)
 Being given a clear explanation of your treatment / tests (57%)
 Quality of clinical care (47%)

West Hampshire

Being given a clear explanation of your treatment / tests (58%)
 Quality of clinical care (54%)
 Friendly and helpful staff (39%)

The factors highlighted in yellow indicate factors that appear in the top three most important factors by locality but do not appear in the top three of the overall sample

Factors that are important for an overnight stay in hospital by locality (I)

	Able to ask questions about treatment / tests	Being given a clear explanation of follow-up treatment or medication once discharged	Being given a clear explanation of your treatment / tests	Clean and tidy building	Friendly and helpful staff	Good food
Bournemouth North	29%	30%	54%	21%	49%	9%
Central Bournemouth	36%	31%	54%	22%	49%	12%
East Bournemouth	40%	27%	47%	17%	55%	7%
Poole Central	27%	21%	62%	15%	61%	5%
Poole Bay	32%	30%	63%	18%	46%	7%
Poole North	32%	34%	60%	17%	39%	9%
Christchurch	46%	39%	48%	15%	32%	23%
East Dorset	26%	22%	60%	22%	43%	4%
Mid Dorset	33%	30%	55%	20%	51%	3%
North Dorset	41%	40%	51%	20%	38%	6%
Dorset West	34%	26%	52%	22%	51%	7%
Purbeck	34%	25%	46%	22%	48%	4%
Weymouth & Portland	33%	28%	57%	19%	60%	8%
West Hampshire	30%	35%	58%	19%	39%	8%

Day visit to hospital (no overnight stay)

When considering what is important in relation to a day visit to hospital (no overnight stay), being given a clear explanation of their condition (57%) was the factor that most respondents indicated was in their top three factors, followed by the quality of clinical care (48%) and being able to get an appointment quickly (45%).

Top three most important factors regarding a day visit to hospital by locality

Bournemouth North

Able to get an appointment quickly (57%)
 Being given a clear explanation of your condition (55%)
 Quality of clinical care (44%)

Poole Central

Being given a clear explanation of your condition (62%)
 Able to get an appointment quickly (59%)
 Quality of clinical care (45%)

Christchurch

Being given a clear explanation of your condition (51%)
 Being given a clear explanation of any further treatment / medication (51%)
 Able to ask questions about treatment (51%)

North Dorset

Being given a clear explanation of your condition (63%)
 Quality of clinical care (60%)
 Being given a clear explanation of any further treatment / medication (47%)

Weymouth & Portland

Being given a clear explanation of your condition (57%)
 Able to get an appointment quickly (49%)
 Quality of clinical care (46%)

Central Bournemouth

Being given a clear explanation of your condition (56%)
 Quality of clinical care (49%)
 Being given a clear explanation of any further treatment / medication (41%)

Poole Bay

Being given a clear explanation of your condition (58%)
 Able to get an appointment quickly (51%)
 Quality of clinical care (51%)

East Dorset

Being given a clear explanation of your condition (56%)
 Quality of clinical care (49%)
 Able to get an appointment quickly (48%)

Dorset West

Being given a clear explanation of your condition (55%)
 Quality of clinical care (48%)
 Able to get an appointment quickly (46%)

West Hampshire

Being given a clear explanation of your condition (64%)
 Quality of clinical care (56%)
 Able to get an appointment quickly (43%)

East Bournemouth

Being given a clear explanation of your condition (62%)
 Quality of clinical care (45%)
 Being given a clear explanation of any further treatment / medication (44%)

Poole North

Being given a clear explanation of your condition (59%)
 Able to get an appointment quickly (49%)
 Quality of clinical care (49%)

Mid Dorset

Being given a clear explanation of your condition (52%)
 Quality of clinical care (46%)
 Able to get an appointment quickly (46%)

Purbeck

Quality of clinical care (59%)
 Being given a clear explanation of your condition (55%)
 Able to get an appointment quickly (45%)

Importance of factors relating to day visits to hospital (no overnight stay) by locality

	Able to ask questions about treatment	Able to get an appointment quickly	Being given a clear explanation of any further treatment / medication	Being given a clear explanation of your condition	Friendly and helpful staff	Quality of clinical care	Short time spent in the waiting room	Tests results being received by your GP quickly	Other
Bournemouth North	33%	57%	36%	55%	35%	44%	18%	29%	4%
Central Bournemouth	39%	37%	41%	56%	41%	49%	25%	29%	2%
East Bournemouth	40%	39%	44%	62%	38%	45%	16%	19%	3%
Poole Central	25%	59%	32%	62%	27%	45%	34%	21%	1%
Poole Bay	31%	52%	36%	58%	26%	51%	19%	28%	4%
Poole North	36%	49%	39%	59%	31%	49%	20%	29%	5%
Christchurch	51%	34%	51%	51%	26%	35%	37%	18%	3%
East Dorset	29%	48%	31%	56%	34%	50%	23%	30%	5%
Mid Dorset	31%	46%	38%	52%	30%	46%	22%	31%	5%
North Dorset	29%	34%	48%	63%	34%	60%	20%	24%	5%
Dorset West	38%	47%	43%	55%	32%	48%	13%	24%	4%
Purbeck	30%	45%	43%	55%	29%	59%	15%	25%	4%
Weymouth & Portland	33%	49%	35%	57%	37%	46%	22%	23%	5%
West Hampshire	30%	43%	39%	65%	24%	57%	19%	24%	7%

Travelling to hospital / clinic by locality

Method of transport for getting to hospital/clinic for a routine appointment by locality

	By car (driver)	By car (passenger)	Volunteer car	Bus	Train	Walk	Motorbike	Bicycle	Hospital transport	Taxi	Other
Bournemouth North	61%	15%	<1%	16%	0%	2%	<1%	4%	<1%	2%	0%
Central Bournemouth	52%	11%	<1%	25%	0%	3%	<1%	4%	2%	1%	0%
East Bournemouth	65%	13%	<1%	10%	0%	5%	<1%	3%	<1%	4%	<1%
Poole Central	60%	12%	<1%	10%	0%	14%	<1%	1%	<1%	2%	<1%
Poole Bay	52%	17%	<1%	20%	0%	8%	0%	<1%	<1%	3%	<1%
Poole North	61%	19%	1%	14%	0%	<1%	0%	<1%	<1%	3%	<1%
Christchurch	55%	13%	<1%	8%	19%	0%	0%	3%	<1%	2%	<1%
East Dorset	72%	17%	1%	8%	0%	<1%	<1%	0%	<1%	<1%	<1%
Mid Dorset	63%	10%	<1%	5%	0%	18%	0%	2%	<1%	2%	<1%
North Dorset	64%	32%	<1%	3%	0%	<1%	0%	0%	<1%	<1%	<1%
Dorset West	74%	11%	1%	12%	0%	<1%	0%	0%	<1%	0%	<1%
Purbeck	69%	14%	2%	5%	5%	5%	0%	0%	1%	<1%	0%
Weymouth & Portland	56%	22%	2%	14%	<1%	4%	0%	0%	<1%	<1%	<1%
West Hampshire	76%	13%	3%	4%	0%	2%	1%	0%	<1%	<1%	0%

Choice of care

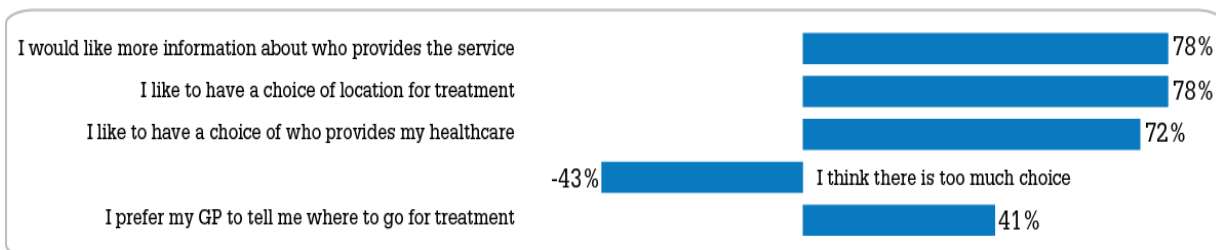
Two-thirds of residents (65%) are aware that they have a choice of where they receive certain routine treatments, while half are aware that they have a choice of provider (50%). Respondents indicated a high net agreement that they would like more information about who provides services (+78%), they would like to have a choice of location for treatment (+78%), and that they would like to have a choice of who provides healthcare (+72%). Respondents are more likely to disagree that they think there is too much choice (-43%).

Awareness of having a choice of location / provider by locality

	Choice of location (where)	Choice of provider (who)
Bournemouth North	48%	33%
Central Bournemouth	58%	43%
East Bournemouth	56%	42%
Poole Central	49%	49%
Poole Bay	55%	42%
Poole North	65%	42%
Christchurch	67%	37%
East Dorset	66%	50%
Mid Dorset	60%	45%
North Dorset	61%	47%
Dorset West	71%	50%
Purbeck	74%	56%
Weymouth & Portland	69%	46%
West Hampshire	67%	49%

Net agreement with statements about choice

The following statements were tested



Agreement with statement by locality (I)

I like to have a choice of who provides my healthcare							Net agreement
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree		
Bournemouth North	32.4%	45.2%	17.7%	2.8%	2.0%	+72.8%	
Central Bournemouth	39.9%	39.7%	16.6%	3.5%	0.3%	+75.8%	
East Bournemouth	32.7%	43.5%	18.3%	4.0%	1.5%	+70.7%	
Poole Central	46.2%	27.6%	19.3%	5.7%	1.1%	+67.0%	
Poole Bay	35.0%	46.4%	13.6%	4.4%	0.6%	+76.4%	
Poole North	32.1%	46.8%	16.6%	2.0%	2.5%	+74.4%	
Christchurch	40.4%	35.9%	16.9%	5.5%	1.2%	+69.6%	
East Dorset	49.3%	31.8%	14.9%	2.4%	1.7%	+77.0%	
Mid Dorset	39.0%	26.1%	21.1%	5.7%	8.1%	+51.3%	
North Dorset	52.2%	26.6%	17.5%	3.2%	0.5%	+75.1%	
Dorset West	33.2%	44.8%	15.8%	5.6%	0.6%	+71.8%	
Purbeck	43.4%	41.6%	11.5%	2.7%	0.7%	+81.6%	
Weymouth & Portland	37.1%	35.4%	23.7%	2.0%	1.9%	+68.6%	
West Hampshire	46.8%	36.2%	12.8%	4.2%	0.0%	+78.8%	

Agreement with statement by locality (II)

I would like more information about who provides the service							Net agreement
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree		
Bournemouth North	39.4%	40.2%	18.0%	0.5%	1.9%	+77.2%	
Central Bournemouth	42.9%	38.7%	15.7%	2.3%	0.3%	+79.0%	
East Bournemouth	41.1%	30.2%	25.3%	3.0%	0.3%	+68.0%	
Poole Central	50.9%	30.3%	14.8%	3.6%	0.3%	+77.3%	
Poole Bay	38.7%	46.4%	10.8%	3.5%	0.6%	+81.0%	
Poole North	40.0%	42.5%	16.1%	0.9%	0.6%	+81.0%	
Christchurch	41.8%	28.9%	26.9%	2.1%	0.3%	+68.3%	
East Dorset	50.4%	36.4%	10.4%	1.9%	0.9%	+84.0%	
Mid Dorset	48.6%	30.8%	17.6%	1.9%	1.1%	+76.4%	
North Dorset	46.9%	35.8%	13.7%	3.3%	0.3%	+79.1%	
Dorset West	37.1%	41.6%	18.9%	2.4%	0.0%	+76.3%	
Purbeck	50.6%	36.4%	11.3%	1.7%	0.0%	+85.3%	
Weymouth & Portland	32.8%	49.9%	15.6%	1.7%	0.0%	+81.0%	
West Hampshire	41.7%	43.1%	13.6%	1.0%	0.6%	+83.2%	

Agreement with statement by locality (III)

I prefer my GP to tell me where to go for treatment						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	20.6%	38.4%	30.7%	7.2%	3.2%	+48.6%
Central Bournemouth	24.2%	30.9%	28.0%	14.3%	2.7%	+38.1%
East Bournemouth	18.8%	34.0%	36.1%	8.7%	2.4%	+41.7%
Poole Central	20.5%	27.2%	19.3%	27.3%	5.6%	+14.8%
Poole Bay	26.4%	34.0%	26.8%	11.1%	1.7%	+47.6%
Poole North	22.3%	32.8%	32.2%	8.4%	4.3%	+42.4%
Christchurch	20.6%	47.5%	18.6%	7.5%	5.8%	+54.8%
East Dorset	18.8%	29.1%	34.4%	13.8%	4.0%	+30.1%
Mid Dorset	24.2%	34.9%	31.8%	7.2%	1.9%	+50.0%
North Dorset	28.4%	28.1%	32.5%	8.1%	2.9%	+45.5%
Dorset West	23.3%	38.9%	28.4%	5.8%	3.6%	+52.8%
Purbeck	13.6%	26.3%	37.7%	13.2%	9.2%	+17.5%
Weymouth & Portland	16.4%	29.6%	39.4%	10.9%	3.6%	+31.5%
West Hampshire	25.8%	30.7%	30.0%	9.6%	3.9%	+43.0%

Agreement with statement by locality (IV)

I like to have a choice of location for treatment						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	40.6%	42.6%	13.2%	1.5%	2.1%	+79.6%
Central Bournemouth	45.0%	36.4%	13.0%	3.6%	2.1%	+75.7%
East Bournemouth	35.1%	34.5%	28.7%	1.7%	0.1%	+67.8%
Poole Central	44.3%	36.5%	11.6%	6.5%	1.1%	+73.2%
Poole Bay	38.3%	44.6%	12.4%	2.8%	1.8%	+78.3%
Poole North	40.3%	39.4%	16.8%	2.4%	1.1%	+76.2%
Christchurch	40.6%	48.1%	8.8%	2.3%	0.2%	+86.2%
East Dorset	54.2%	30.7%	11.6%	1.5%	2.0%	+81.4%
Mid Dorset	31.3%	34.0%	29.0%	5.0%	0.7%	+59.6%
North Dorset	61.0%	23.0%	13.8%	2.2%	0.0%	+81.8%
Dorset West	41.4%	44.3%	10.3%	1.4%	2.6%	+81.7%
Purbeck	43.8%	45.2%	8.9%	2.1%	0.0%	+86.9%
Weymouth & Portland	46.2%	40.2%	11.5%	2.1%	0.0%	+84.3%
West Hampshire	51.7%	33.5%	10.9%	3.9%	0.1%	+81.2%

Agreement with statement by locality (V)

	I think there is too much choice					Net agreement
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	
Bournemouth North	4.0%	9.1%	38.7%	25.4%	22.8%	-35.1%
Central Bournemouth	3.0%	7.4%	39.9%	27.0%	22.7%	-39.3%
East Bournemouth	3.7%	7.8%	26.7%	38.0%	23.7%	-50.2%
Poole Central	5.9%	12.6%	19.3%	20.1%	42.0%	-43.6%
Poole Bay	6.7%	7.2%	33.4%	27.7%	25.1%	-38.9%
Poole North	3.8%	6.5%	36.6%	28.8%	24.4%	-42.9%
Christchurch	5.1%	8.0%	26.1%	32.4%	28.4%	-47.7%
East Dorset	3.7%	7.6%	33.7%	26.1%	28.9%	-43.7%
Mid Dorset	11.7%	16.9%	24.9%	22.5%	23.9%	-17.8%
North Dorset	3.8%	3.6%	23.2%	47.6%	21.8%	-62.0%
Dorset West	1.2%	9.8%	33.9%	26.9%	28.2%	-44.1%
Purbeck	2.5%	7.1%	29.0%	33.9%	27.5%	-51.8%
Weymouth & Portland	2.8%	5.2%	37.7%	27.0%	27.3%	-46.3%
West Hampshire	2.5%	4.5%	37.8%	25.7%	29.4%	-48.1%

Influence on choice of treatment provider / location

High influence levels were reported for convenient time and date of appointment, recommendation of the organisation from a GP, the reputation of the organisation, short waiting times, close to home, reputation of the doctor, and previous experience / knowledge of the organisation. Being close to the place of work and the service being located in a hospital has the least influence.

Top five 'very influential' factors regarding choice of where to go for a routine appointment (no overnight stay) by locality

Bournemouth North

Convenient time and date of appointment (61%)

Short waiting times (58%)

It is close to where I live (56%)

The reputation of the organisation (49%)

Clinical reputation of the doctor / clinician (47%)

Poole Central

It is close to where I live (63%)

Convenient time and date of appointment (57%)

Recommendation of the organisation from your GP or other health care professional (56%)

The reputation of the organisation (56%)

Previous experience / knowledge of the organisation (53%)

Christchurch

Clinical reputation of the doctor / clinician (63%)

The reputation of the organisation (59%)

Recommendation of the organisation from your GP or other health care professional (56%)

Previous experience / knowledge of the organisation (49%)

It is close to where I live (46%)

North Dorset

The reputation of the organisation (64%)

Clinical reputation of the doctor / clinician (58%)

Recommendation of the organisation from your GP or other health care professional (55%)

It is close to where I live (44%)

Convenient time and date of appointment (43%)

Weymouth & Portland

Convenient time and date of appointment (60%)

Central Bournemouth

It is close to where I live (58%)

The reputation of the organisation (58%)

Convenient time and date of appointment (57%)

Clinical reputation of the doctor / clinician (51%)

Recommendation of the organisation from your GP or other health care professional (49%)

Poole Bay

It is close to where I live (55%)

The reputation of the organisation (54%)

Convenient time and date of appointment (53%)

Clinical reputation of the doctor / clinician (53%)

Recommendation of the organisation from your GP or other health care professional (51%)

East Dorset

The reputation of the organisation (62%)

Clinical reputation of the doctor / clinician (59%)

Recommendation of the organisation from your GP or other health care professional (51%)

Previous experience / knowledge of the organisation (49%)

It is close to where I live (49%)

Dorset West

The reputation of the organisation (55%)

Clinical reputation of the doctor / clinician (55%)

It is close to where I live (53%)

Recommendation of the organisation from your GP or other health care professional (52%)

Convenient time and date of appointment (50%)

West Hampshire

Clinical reputation of the doctor / clinician (61%)

East Bournemouth

Convenient time and date of appointment (63%)

Short waiting times (53%)

It is close to where I live (52%)

Recommendation of the organisation from your GP or other health care professional (52%)

The reputation of the organisation (49%)

Poole North

The reputation of the organisation (61%)

It is close to where I live (57%)

Convenient time and date of appointment (52%)

Clinical reputation of the doctor / clinician (50%)

Short waiting times (50%)

Mid Dorset

It is close to where I live (60%)

Convenient time and date of appointment (59%)

Clinical reputation of the doctor / clinician (56%)

The reputation of the organisation (55%)

Recommendation of the organisation from your GP or other health care professional (50%)

Purbeck

It is close to where I live (54%)

The reputation of the organisation (49%)

Convenient time and date of appointment (51%)

Previous experience / knowledge of the organisation (49%)

Clinical reputation of the doctor / clinician (55%)

It is close to where I live (57%)

Short waiting times (53%)

The reputation of the organisation (52%)

Previous experience / knowledge of the organisation (50%)

The reputation of the organisation (60%)

Recommendation of the organisation from your GP or other health care professional (57%)

It is close to where I live (55%)

Short waiting times (55%)

The factors highlighted in yellow indicate factors that appear in the top five most influential factors by locality but do not appear in the top five of the overall sample

Seven day working

At least three-fifths of residents feel that additional opening hours are necessary for all services mentioned. Weekday evenings (5pm-9pm) and Saturday mornings (9am-1pm) are the two most popular additional opening hour time slots for all services mentioned.

Outpatient clinics additional opening hours by locality

	Weekday (7am-9am)	Weekday (5pm-9pm)	Saturday (9am-1pm)	Saturday (1pm-5pm)	Sunday (9am-1pm)	Sunday (1pm-5pm)	No additional opening hours necessary
Bournemouth North	27%	46%	47%	28%	23%	18%	28%
Central Bournemouth	29%	43%	49%	28%	21%	18%	29%
East Bournemouth	29%	39%	46%	28%	23%	18%	37%
Poole Central	20%	49%	40%	21%	18%	14%	23%
Poole Bay	26%	44%	48%	23%	22%	18%	30%
Poole North	24%	41%	45%	26%	23%	15%	32%
Christchurch	43%	55%	60%	36%	31%	8%	23%
East Dorset	25%	46%	44%	33%	19%	17%	27%
Mid Dorset	33%	50%	49%	26%	26%	18%	27%
North Dorset	47%	63%	54%	23%	20%	14%	24%
Dorset West	19%	35%	38%	20%	14%	9%	33%
Purbeck	28%	44%	55%	25%	23%	13%	24%
Weymouth & Portland	30%	46%	48%	27%	23%	20%	30%
West Hampshire	29%	45%	41%	31%	25%	18%	36%

Additional opening hours necessary for therapy appointments

Two-thirds of respondents feel that additional opening hours of some form are necessary for therapy appointment (67%). More than two-fifths of respondents feel that Saturday mornings (43%) and weekday evenings (43%) openings are necessary. One-quarter of respondents would like therapy appointments to be available weekday mornings (25%) and Saturday afternoons (24%). One-sixth would like them to be available Sunday mornings (17%), while only 13% would like them available Sunday afternoons

Therapy appointments additional opening hours by locality

	Weekday (7am-9am)	Weekday (5pm-9pm)	Saturday (9am-1pm)	Saturday (1pm-5pm)	Sunday (9am-1pm)	Sunday (1pm-5pm)	No additional opening hours necessary
Bournemouth North	23%	41%	42%	26%	17%	13%	32%
Central Bournemouth	25%	38%	46%	30%	20%	17%	29%
East Bournemouth	26%	43%	48%	31%	25%	18%	30%
Poole Central	18%	26%	30%	19%	10%	12%	46%
Poole Bay	21%	44%	40%	20%	15%	13%	37%
Poole North	18%	39%	39%	22%	13%	11%	37%
Christchurch	27%	46%	48%	21%	11%	8%	32%
East Dorset	24%	48%	42%	29%	15%	12%	32%
Mid Dorset	30%	52%	50%	31%	24%	16%	28%
North Dorset	47%	59%	57%	21%	18%	15%	27%
Dorset West	14%	38%	31%	15%	9%	6%	37%
Purbeck	23%	40%	44%	20%	14%	8%	32%
Weymouth & Portland	27%	45%	43%	21%	19%	18%	35%
West Hampshire	30%	48%	41%	33%	20%	15%	32%

X-rays

X-rays is the service that the greatest number of residents would like additional opening hours for, with just less than three-quarters of respondents feeling that some form of additional opening hours are necessary (74%). The most popular additional opening hours are Saturday mornings (51%) and weekday evenings (48%). Additionally, one-third of residents would like x-rays to be available weekday mornings (33%) or Saturday afternoons (32%). As well as this, more than one-quarter would like x-rays available on Sunday mornings (28%) and 23% of residents want them available on Sunday afternoons.

X-rays additional opening hours by locality

	Weekday (7am-9am)	Weekday (5pm-9pm)	Saturday (9am-1pm)	Saturday (1pm-5pm)	Sunday (9am-1pm)	Sunday (1pm-5pm)	No additional opening hours necessary
Bournemouth North	29%	46%	51%	36%	28%	24%	23%
Central Bournemouth	31%	42%	50%	33%	25%	20%	28%
East Bournemouth	32%	40%	45%	29%	25%	20%	31%
Poole Central	43%	52%	64%	47%	40%	41%	19%
Poole Bay	28%	45%	45%	26%	26%	21%	29%
Poole North	28%	42%	48%	29%	24%	19%	29%
Christchurch	42%	62%	60%	42%	39%	34%	19%
East Dorset	27%	47%	45%	34%	22%	18%	28%
Mid Dorset	33%	59%	53%	31%	33%	21%	22%
North Dorset	46%	60%	57%	26%	22%	16%	25%
Dorset West	19%	31%	44%	22%	16%	13%	31%
Purbeck	29%	49%	53%	29%	27%	20%	22%
Weymouth & Portland	32%	47%	54%	35%	33%	28%	24%
West Hampshire	29%	45%	41%	31%	25%	18%	36%

Other scans

Just less than three-quarters of respondents feel that some form of additional opening hours are necessary (71%) for other scans to be available. The most popular additional opening hours are Saturday mornings (49%) and weekday evenings (46%). Additionally, more than one-quarter of residents would like other scans to be available weekday mornings (29%) or Saturday afternoons (29%). One-quarter would like other scans available on Sunday mornings (24%) and one-fifth wants them available on Sunday afternoons (19%).

Other scans additional opening hours by locality

	Weekday (7am-9am)	Weekday (5pm-9pm)	Saturday (9am-1pm)	Saturday (1pm-5pm)	Sunday (9am-1pm)	Sunday (1pm-5pm)	No additional opening hours necessary
Bournemouth North	30%	47%	54%	33%	26%	22%	22%
Central Bournemouth	24%	39%	49%	29%	22%	16%	29%
East Bournemouth	33%	43%	47%	32%	26%	20%	31%
Poole Central	21%	31%	44%	23%	18%	19%	39%
Poole Bay	28%	44%	43%	24%	25%	17%	32%
Poole North	23%	45%	41%	29%	18%	15%	31%
Christchurch	39%	58%	54%	37%	34%	29%	23%
East Dorset	26%	45%	47%	31%	23%	16%	31%
Mid Dorset	34%	59%	54%	32%	33%	23%	23%
North Dorset	43%	59%	57%	24%	19%	14%	26%
Dorset West	18%	31%	46%	21%	15%	12%	32%
Purbeck	25%	44%	53%	28%	20%	16%	25%
Weymouth & Portland	30%	48%	52%	34%	31%	25%	25%
West Hampshire	32%	49%	45%	34%	30%	22%	28%

Blood tests

Just less than three-quarters of respondents (73%) feel that some form of additional opening hours for blood tests are necessary. As with the other services, the most popular additional opening hours are Saturday mornings (49%) and weekday evenings (46%). Additionally, one-third of residents would like blood tests to be available weekday mornings (34%), while more than one-quarter of residents want them available on Saturday afternoons (29%). One-quarter would like blood tests available on Sunday mornings (24%) and one-fifth wants them available on Sunday afternoons (19%).

Blood tests additional opening hours by locality

	Weekday (7am-9am)	Weekday (5pm-9pm)	Saturday (9am-1pm)	Saturday (1pm-5pm)	Sunday (9am-1pm)	Sunday (1pm-5pm)	No additional opening hours necessary
Bournemouth North	33%	46%	51%	32%	24%	20%	24%
Central Bournemouth	28%	41%	48%	30%	20%	16%	27%
East Bournemouth	34%	40%	46%	29%	26%	18%	30%
Poole Central	45%	48%	59%	43%	37%	36%	19%
Poole Bay	31%	44%	43%	22%	24%	15%	28%
Poole North	28%	45%	47%	28%	20%	17%	26%
Christchurch	44%	55%	58%	40%	35%	29%	22%
East Dorset	26%	45%	46%	29%	17%	14%	29%
Mid Dorset	38%	50%	52%	33%	31%	23%	27%
North Dorset	47%	58%	55%	23%	18%	14%	27%
Dorset West	22%	29%	44%	19%	15%	12%	31%
Purbeck	28%	42%	47%	26%	17%	12%	30%
Weymouth & Portland	31%	49%	46%	24%	24%	18%	29%
West Hampshire	35%	48%	45%	32%	26%	19%	27%

Daycase operations

Less than two-thirds of all residents feel that some form of additional opening hours for daycase operations are necessary (63%). More than two-fifths of residents would like daycase operations available on Saturday mornings (45%), while one-third would like them available weekday evenings. Just less than one-third would like them available Saturday afternoons and more than one-quarter would like them available weekday mornings.

Daycase operations additional opening hours by locality

	Weekday (7am-9am)	Weekday (5pm-9pm)	Saturday (9am-1pm)	Saturday (1pm-5pm)	Sunday (9am-1pm)	Sunday (1pm-5pm)	No additional opening hours necessary
Bournemouth North	31%	35%	51%	35%	22%	18%	27%
Central Bournemouth	22%	29%	47%	35%	22%	20%	33%
East Bournemouth	30%	32%	44%	30%	23%	19%	38%
Poole Central	20%	22%	39%	24%	16%	17%	47%
Poole Bay	27%	34%	46%	25%	23%	18%	34%
Poole North	22%	26%	40%	30%	18%	14%	41%
Christchurch	40%	44%	51%	40%	37%	31%	33%
East Dorset	27%	34%	48%	34%	20%	17%	34%
Mid Dorset	28%	48%	49%	35%	23%	23%	30%
North Dorset	25%	31%	33%	24%	19%	15%	52%
Dorset West	15%	21%	39%	18%	13%	8%	43%
Purbeck	28%	32%	50%	26%	22%	15%	30%
Weymouth & Portland	32%	38%	45%	30%	24%	22%	31%
West Hampshire	29%	33%	44%	31%	25%	15%	36%

Availability of highly skilled staff

More than three-quarters of residents feel that it is 'very important' (78%) that highly skilled staff (e.g. senior doctors/consultants) should be available seven days a week for inpatient hospital stays. A further one-fifth (19%) feel it is 'fairly important'.

Importance that highly skilled staff are available seven days a week by locality

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Net importance
Bournemouth North	74.4%	21.8%	2.5%	0.2%	1.1%	+94.9%
Central Bournemouth	80.1%	16.8%	2.2%	0.6%	0.3%	+96.0%
East Bournemouth	80.8%	14.6%	3.8%	0.3%	0.5%	+94.6%
Poole Central	81.4%	17.4%	0.7%	0.1%	0.3%	+98.4%
Poole Bay	75.6%	21.2%	2.2%	0.8%	0.2%	+95.8%
Poole North	74.7%	19.9%	1.9%	1.2%	2.2%	+91.2%
Christchurch	85.9%	12.6%	1.0%	0.0%	0.5%	+98.0%
East Dorset	79.9%	18.0%	0.5%	0.4%	1.2%	+96.3%
Mid Dorset	71.5%	24.9%	2.5%	0.7%	0.4%	+95.3%
North Dorset	71.8%	24.9%	2.3%	0.6%	0.4%	+95.7%
Dorset West	79.6%	16.5%	2.1%	0.0%	1.7%	+94.4%
Purbeck	76.5%	20.6%	2.4%	0.5%	0.0%	+96.6%
Weymouth & Portland	76.7%	20.0%	3.0%	0.0%	0.2%	+96.5%
West Hampshire	77.4%	17.4%	5.0%	0.3%	0.0%	+94.5%

Prepared to travel further for highly skilled staff

More than three-quarters of respondents either 'strongly agree' (39%) or 'tend to agree' (38%) that they would be prepared to travel further than their local hospital in order to be seen by highly skilled staff seven days a week for inpatient hospital stays.

Agreement with being prepared to travel further than local hospital in order to be seen by highly skilled staff seven days a week by locality

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	38.0%	37.8%	14.8%	5.0%	4.3%	+66.5%
Central Bournemouth	38.8%	36.5%	14.0%	6.8%	3.9%	+64.6%
East Bournemouth	35.2%	43.3%	10.9%	6.6%	4.0%	+67.9%
Poole Central	31.8%	31.5%	25.3%	8.3%	3.2%	+51.8%
Poole Bay	37.5%	40.0%	12.5%	4.5%	5.6%	+67.4%
Poole North	33.9%	40.4%	14.5%	7.7%	3.4%	+63.2%
Christchurch	35.4%	48.3%	8.3%	6.5%	1.5%	+75.7%
East Dorset	47.8%	30.8%	12.6%	3.8%	4.9%	+69.9%
Mid Dorset	37.2%	36.7%	12.1%	9.7%	4.4%	+59.8%
North Dorset	49.1%	32.5%	7.9%	8.3%	2.2%	+71.1%
Dorset West	40.1%	37.7%	11.2%	9.8%	1.2%	+66.8%
Purbeck	26.5%	46.4%	14.2%	9.1%	3.8%	+60.0%
Weymouth & Portland	45.0%	35.6%	9.9%	4.9%	4.6%	+71.1%
West Hampshire	46.9%	27.5%	11.6%	9.2%	4.8%	+60.4%

Specialist care

More respondents disagreed than agreed that they are not prepared to travel further (-59% net agreement). While respondents support greater specialist care even if it may result in having to travel a little further within Dorset (+82% net agreement), they would also be prepared to travel to locations further afield, such as Southampton or London to receive specialist treatment (+68% net agreement).

Agreement with specialist care statement by locality (I)

I support greater specialist care, even if it may result in having to travel a little further within Dorset						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	47.9%	39.2%	5.2%	5.7%	2.0%	+79.4%
Central Bournemouth	49.2%	39.3%	3.8%	6.1%	1.6%	+80.8%
East Bournemouth	59.2%	29.2%	7.5%	2.3%	1.9%	+84.2%
Poole Central	35.5%	53.1%	6.5%	4.2%	0.6%	+83.8%
Poole Bay	49.2%	38.7%	5.0%	6.4%	0.7%	+80.8%
Poole North	47.1%	40.3%	7.4%	5.0%	0.3%	+82.1%
Christchurch	44.2%	47.6%	2.1%	4.8%	1.3%	+85.7%
East Dorset	58.4%	30.9%	3.5%	3.8%	3.4%	+82.1%
Mid Dorset	50.8%	36.3%	7.4%	3.7%	1.8%	+81.6%
North Dorset	60.5%	29.2%	1.7%	8.4%	0.3%	+81.0%
Dorset West	52.2%	35.8%	7.4%	4.6%	0.0%	+83.4%
Purbeck	43.0%	40.7%	7.6%	6.8%	1.9%	+75.0%
Weymouth & Portland	54.8%	37.6%	4.2%	1.7%	1.8%	+88.9%
West Hampshire	59.8%	31.6%	4.7%	3.1%	0.8%	+87.5%

Agreement with specialist care statement by locality (II)

I am not prepared to travel further than my local hospital to receive specialist treatment						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	5.6%	12.5%	17.5%	32.3%	32.1%	-46.3%
Central Bournemouth	7.9%	9.1%	18.4%	36.4%	28.2%	-47.6%
East Bournemouth	3.5%	5.6%	13.4%	30.5%	46.9%	-68.3%
Poole Central	2.2%	6.8%	14.5%	49.3%	27.2%	-67.5%
Poole Bay	4.7%	11.4%	13.2%	34.5%	36.3%	-54.7%
Poole North	4.1%	6.9%	11.6%	42.6%	34.9%	-66.5%
Christchurch	3.2%	7.0%	12.8%	27.6%	49.4%	-66.8%
East Dorset	6.9%	5.3%	12.1%	28.4%	47.3%	-63.5%
Mid Dorset	6.7%	8.1%	12.7%	34.2%	38.2%	-57.6%
North Dorset	2.8%	6.9%	9.9%	40.8%	39.6%	-70.7%
Dorset West	2.5%	8.1%	19.0%	34.9%	35.5%	-59.8%
Purbeck	6.1%	10.9%	16.1%	30.7%	36.2%	-49.9%
Weymouth & Portland	4.7%	12.1%	14.0%	33.2%	36.0%	-52.4%
West Hampshire	5.0%	7.4%	12.4%	30.1%	45.2%	-62.9%

Agreement with specialist care statement by locality (III)

I would be happy to travel out of Dorset (e.g. Southampton or London) if I require specialist care						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	39.5%	40.0%	7.6%	8.0%	5.0%	+66.5%
Central Bournemouth	36.6%	35.1%	12.1%	10.6%	5.6%	+55.5%
East Bournemouth	49.5%	35.2%	3.7%	8.8%	2.7%	+73.2%
Poole Central	31.1%	30.5%	29.3%	4.7%	4.4%	+52.5%
Poole Bay	46.7%	35.8%	6.0%	9.7%	1.8%	+71.0%
Poole North	42.8%	39.6%	6.6%	7.4%	3.6%	+71.4%
Christchurch	37.2%	43.6%	6.1%	8.4%	4.8%	+67.6%
East Dorset	55.0%	30.0%	6.2%	5.3%	3.6%	+76.1%
Mid Dorset	42.7%	33.4%	8.9%	8.5%	6.5%	+61.1%
North Dorset	61.1%	25.9%	3.3%	6.7%	3.0%	+77.3%
Dorset West	39.3%	39.1%	3.3%	16.6%	1.6%	+60.2%
Purbeck	39.2%	39.9%	12.7%	5.0%	3.2%	+70.9%
Weymouth & Portland	38.3%	38.8%	12.3%	6.9%	3.7%	+66.5%
West Hampshire	54.1%	32.6%	5.5%	7.1%	0.7%	+78.9%

Agreement with specialist care statement by locality (IV)

The specific distance I have to travel to receive specialist treatment is not important to me						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	21.9%	30.5%	21.9%	19.3%	6.5%	+26.6%
Central Bournemouth	22.1%	28.9%	18.2%	18.3%	12.5%	+20.2%
East Bournemouth	37.7%	21.5%	12.3%	20.0%	8.5%	+30.7%
Poole Central	15.9%	22.5%	37.1%	14.5%	10.0%	+13.9%
Poole Bay	20.7%	35.4%	18.8%	18.8%	6.2%	+31.1%
Poole North	23.2%	31.3%	18.9%	17.4%	9.2%	+27.9%
Christchurch	20.1%	38.6%	14.4%	15.4%	11.5%	+31.8%
East Dorset	31.5%	32.2%	14.4%	15.5%	6.4%	+41.8%
Mid Dorset	28.2%	24.2%	16.9%	18.4%	12.2%	+21.8%
North Dorset	23.1%	23.9%	31.8%	13.6%	7.6%	+25.8%
Dorset West	23.2%	21.5%	22.2%	21.7%	11.4%	+11.6%
Purbeck	22.1%	28.6%	22.1%	19.7%	7.5%	+23.5%
Weymouth & Portland	21.9%	31.4%	18.3%	19.0%	9.5%	+24.8%
West Hampshire	32.6%	29.0%	11.7%	17.7%	9.0%	+34.9%

Agreement with specialist care statement by locality (V)

I would prefer local services to provide a wider range, even if this means less specialist services						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Net agreement
Bournemouth North	7.8%	16.2%	28.3%	37.7%	10.0%	-23.7%
Central Bournemouth	11.3%	18.2%	27.2%	29.0%	14.2%	-13.7%
East Bournemouth	5.7%	15.2%	24.5%	39.6%	14.9%	-33.6%
Poole Central	7.9%	14.3%	44.2%	23.8%	9.9%	-11.5%
Poole Bay	6.8%	15.8%	27.7%	32.8%	17.0%	-27.2%
Poole North	6.6%	16.8%	30.8%	32.3%	13.5%	-22.4%
Christchurch	4.9%	12.0%	38.5%	27.4%	17.2%	-27.7%
East Dorset	8.1%	12.6%	22.8%	34.4%	22.2%	-35.9%
Mid Dorset	9.4%	19.0%	25.6%	32.8%	13.2%	-17.6%
North Dorset	6.8%	19.8%	17.4%	45.4%	10.6%	-29.4%
Dorset West	10.0%	20.5%	34.7%	22.6%	12.2%	-4.3%
Purbeck	10.0%	25.3%	23.9%	30.5%	10.3%	-5.5%
Weymouth & Portland	5.3%	22.9%	30.5%	28.4%	12.8%	-13.0%
West Hampshire	10.1%	11.6%	31.6%	32.4%	14.4%	-25.1%

Communication and information

7% of respondents indicated that they do not know how to find out about NHS services in Dorset. More than four out of every five respondents currently find out information about NHS services through their GP surgery (81%), while nearly half the respondents find out information through word of mouth (48%). One-third of respondents use printed local media (34%) and the NHS Choices website (32%).

More than two-thirds of respondents indicated that they undertake a general search on the internet (69%) when finding out information about a medical condition, while just less than half would phone their GP surgery (46%). More than two-fifths of respondents would use the NHS Choices website (42%). Just less than one-fifth would phone NHS 111 (18%).

Table 1: Source of information about NHS services in Dorset by locality

	GP surgeries	GP website(s)	NHS Choices website	NHS social media sites	Hospital website(s)	Printed local media	Local radio stations	Word of mouth	Citizens Advice Bureau	Other	I do not know how to find out about NHS Services in Dorset
Bournemouth North	78%	20%	30%	7%	20%	34%	10%	47%	2%	5%	11%
Central Bournemouth	82%	24%	33%	8%	23%	37%	8%	43%	3%	6%	5%
East Bournemouth	81%	12%	30%	9%	30%	34%	8%	55%	3%	18%	8%
Poole Central	83%	32%	45%	5%	31%	29%	8%	53%	4%	8%	3%
Poole Bay	84%	16%	32%	7%	18%	34%	10%	50%	2%	8%	7%
Poole North	82%	18%	33%	5%	19%	46%	9%	49%	2%	6%	7%
Christchurch	67%	13%	43%	23%	19%	32%	8%	33%	0%	24%	3%
East Dorset	76%	15%	31%	6%	18%	30%	12%	44%	3%	13%	8%
Mid Dorset	86%	17%	33%	5%	22%	32%	13%	57%	1%	7%	5%
North Dorset	91%	20%	24%	21%	17%	47%	5%	57%	5%	8%	4%
Dorset West	89%	15%	24%	6%	14%	29%	2%	47%	2%	5%	6%
Purbeck	72%	11%	26%	3%	21%	40%	7%	47%	1%	6%	6%
Weymouth & Portland	79%	17%	38%	5%	22%	26%	6%	49%	2%	4%	12%
West Hampshire	80%	14%	22%	2%	20%	24%	6%	40%	2%	11%	9%