

APPENDIX 4

Intermediate Care provision in Tameside and Glossop – Analysis of Consultation Survey Responses

1.0 Executive Summary

- Of the 1,358 total responses **797** respondents provided a substantive comment (i.e. to questions 4 to 7) upon which detailed analysis could be undertaken
- Around two-thirds of respondents provided information around their demographic profile (includes prefer not to say option where relevant)
- Responses to the open questions (question 4 to 7) could be assigned to one or more of **34** consolidated themes
- The most commonly mentioned themes were around reference to expectations or concerns relating to the Home First model (i.e. a home based Intermediate Care service) made by over half of respondents (50.2%); positive comments relating to the Home First model (44.2%); and Support for Option 1 (40.2%).
- The least commonly mentioned themes related to travel costs (5.3%); car drive times (4.8%); and parking good – positive at Shire Hill (2.0%).
- Where analysis could be undertaken by demographic group, the top three mentioned themes remained as reference to expectations or concerns relating to the Home First model, positive comments relating to the Home First model and Support for Option 1.

2.0 Response Rates

- 2.1 In total, **1,358** responses were received to the Intermediate Care consultation survey.
- 2.2 Over 1,750 paper questionnaires were issued and **153** paper copies returned to NHS Tameside & Glossop Clinical Commissioning Group (CCG) using the pre-paid envelopes provided. These **153** returned paper responses are included in the total number of responses.
- 2.3 Of the total **1,358** responses received, **393** (29%) answered only Question 1, “Have you ever used Intermediate Care services in Tameside & Glossop?” That leaves **965** responses on which analysis can be undertaken (i.e. answered question 1 plus at least one other question). Of these **965**, a further **168** participants did not provide a substantive response to any of the open-text questions. That leaves a total of **797** respondents who provided a substantive response (i.e. to questions 4 to 7) upon which analysis could be undertaken (as detailed in table 1).

Table 1: Overall responses on which analysis can be undertaken

	No. of responses
Total number of responses received	1,358
Number of respondents who answered only Question 1(Have you ever used Intermediate Care services in Tameside & Glossop)	393
Number of respondents who proceeded past Question 1	965
Number of respondents who proceeded past Question 1 and provided a substantive response (i.e. to questions 4 to 7) upon which analysis could be undertaken	797

2.4 Table 2 details the number of responses by question. Questions 1 to 3 were quantitative questions and questions 4 to 7 were qualitative questions. Detailed analysis of all questions can be found at section 4.0 Consultation Analysis.

Table 2: Responses by question

Question	No. of responses
Question 1 - Have you ever used Intermediate Care services in Tameside & Glossop?	1358
Question 2 - When did you last use Intermediate Care services in Tameside & Glossop?	491
Question 3 (multiple response question) - Which Intermediate Care facility / services have you previously used?	494
Question 4 - What are your thoughts on a home based Intermediate Care service being provided across Tameside & Glossop?	751
Question 5 - Option 1: Maintain current arrangements	575
Question 5 - Option 2: All bed-based intermediate care in a single location at the Stamford Unit	535
Question 5 - Option 3: Develop a scheme of bed based Intermediate Care within local private care homes	517
Question 6 – If you have an alternative option on how the Intermediate Care service could be delivered in the future across Tameside & Glossop in the future please tell us.	234
Question 7 – Do you have any other comments you would like to make about Intermediate Care services in Tameside & Glossop?	339

2.5 Responses to questions 4 to 7 were assigned themes based on the content of respondent's comments. Table 3 details the number of themes for each qualitative question.

Table 3: Number of themes for questions 4 to 7

Question	No. of responses
Question 4 - What are your thoughts on a home based Intermediate Care service being provided across Tameside & Glossop?	26
Question 5 - Option 1: Maintain current arrangements	24
Question 5 - Option 2: All bed-based intermediate care in a single location at the Stamford Unit	26
Question 5 - Option 3: Develop a scheme of bed based Intermediate Care within local private care homes	17
Question 6 – If you have an alternative option on how the Intermediate Care service could be delivered in the future across Tameside & Glossop in the future please tell us.	14
Question 7 – Do you have any other comments you would like to make about Intermediate Care services in Tameside & Glossop?	23

2.6 Upon analysing the responses to questions 4 to 7 into themes, it became apparent that respondents had made similar comments across all six open questions. The number of themes detailed in table 3 have therefore been collated into **34** consolidated themes covering all 6 open questions. Detailed analysis of these consolidated themes is covered in section 4.2.

3.0 Demographic Information

3.1 Of the 965 respondents who proceeded past Question 1, around two-thirds provided information around their demographic profile. This information is outlined in table 4.

Table 4: Demographic data responses

Demographic Group	Number of Responses ¹	% of Responses
Gender	656	68.0
Age	624 ²	64.7
Ethnic Group	644	66.7
Religion	634	65.7
Sexual Orientation	635	65.8
Disability	653	67.7
Carers	643	66.6
Veterans	643	66.6
Marital Status	654	67.8
Postcode	614 ³	63.6

3.2 Table 5 details the number of respondents who provided demographic data by question.

Table 5: Demographic data responses

	Question 4	Question 5 - Option 1	Question 5 - Option 2	Question 5 - Option 3	Question 6	Question 7	Consolidated Themes
Gender	586	515	497	485	225	329	627
Age Group	560	491	478	468	213	311	596
Ethnic Group	577	505	489	478	224	320	616
Religion	570	498	485	472	222	313	605
Sexual Orientation	567	501	483	472	221	312	605
Disability	584	513	494	483	223	326	623
Carers	575	503	486	474	223	324	613
Armed Forces	575	505	490	479	224	322	613
Marital Status	583	511	493	482	225	325	623
Health Neighbourhood ⁴	751	575	535	517	234	339	797

3.3 Table 6 details the achieved sample from the survey against the Tameside & Glossop population.

¹ Includes those who selected 'Prefer not to say'

² Based on those respondents who provided a valid age which could be grouped into the age bands used for analysis purposes i.e. under 65 and 65+

³ Based on those respondents who provided a postcode which matched a Tameside & Glossop postcode, or provided a part postcode enabling categorisation into a Tameside & Glossop health neighbourhood. The following part postcodes were categorised into health neighbourhoods as follows: North (OL6, OL7), South (SK14), East (SK15, SK16, OL5), West (M34, M43), Glossop (SK13)

⁴ Total includes those categorised into a health neighbourhood as per footnote 3, plus 'Not Provided' and 'No Match / Invalid Postcode'.

Table 6: Population and achieved sample

Demographic Group	Tameside & Glossop Population (%)	Achieved Sample (%)
Gender		
Male	49.1	31.1
Female	50.9	66.8
Prefer to self-describe	Not available	0.2
Prefer not to say		2.0
Age⁵		
Under 18	21.9	0.2
18 – 29	14.5	4.6
30 – 49	26.3	21.6
50 - 64	19.8	40.1
65+	17.5	33.5
Ethnicity		
White	91.8	97.5
BME	8.2	2.5
Religion		
Christian	64.2	65.3
Bhuddist	0.2	0.3
Hindu	1.3	0.5
Jewish	0.04	0.0
Muslim	3.9	0.5
Sikh	0.05	0.0
No religion	24.0	28.4
Any other religion	6.0	5.0
Sexual Orientation		
Heterosexual / Straight	93.4 ⁶	84.1
Gay man	2.0 ⁷	1.1
Gay woman / Lesbian		0.8
Prefer not to say	Not available	12.6
Prefer to self-describe		1.4
Disability		
Yes	20.5	33.4
No	79.5	66.6
Carer		
Yes	10.9	42.5
No	89.1	57.5
Armed Forces Member / Ex-Member		
Yes	Not available	3.7
No		92.8
Prefer not to say		3.4
Marital Status		
Single	34.8	12.4
Married / Civil Partnership	44.4	62.7
Divorced	13.2	7.6
Widowed	7.5	7.3
Prefer not to say	Not available	9.9

⁵ Based on those respondents who provided an exact age to enable categorisation

⁶ Figure taken from Annual Population Survey 2016, ONS

⁷ Figure taken from findings of ONS, Sexual Identity, UK 2016

- 3.4 Table 7 details the achieved sample from the survey by neighbourhood area compared to the Tameside & Glossop population. The achieved sample figures are based on the 613 respondents who provided a postcode which matched a Tameside & Glossop postcode, or provided a part postcode enabling categorisation into a Tameside & Glossop health neighbourhood. Over three-quarters of respondents (76.4%) were from the Glossop area.

Table 7: Population and achieved sample

Health Neighbourhood	Tameside & Glossop Households ⁸ (%)	Achieved sample (%)
North (Ashton)	18.4	5.0
South (Hyde & Longdendale)	18.2	7.2
East (Stalybridge, Dukinfield & Mossley)	27.5	6.5
West (Denton, Droylsden & Audenshaw)	23.1	4.9
Glossop	12.9	76.4

- 3.5 A total of 639 respondents also stated their interest in the consultation (Question 8). The majority of respondents were either a member of the public (33.5%) or a family member or carer of someone who has used or is using Intermediate Care services in Tameside & Glossop (31.5%). Responses are detailed in table 8.

Table 8: Respondent's interest in consultation

Interest in Issue	%
A business/private organisation	0.2
A community or voluntary group	1.1
A family member or carer of someone who has used or is using Intermediate Care services in Tameside & Glossop	31.5
A member of the public	33.5
A partner organisation	0.9
A user or previous user of Intermediate Care services in Tameside & Glossop	16.9
An employee of Derbyshire County Council or High Peak Borough Council	0.8
An employee of NHS Tameside & Glossop Clinical Commissioning Group	1.1
An employee of Tameside & Glossop Integrated Care NHS Foundation Trust	6.6
An employee of Tameside Council	1.1
Other (please specify)	6.4

- 3.6 Further analysis relating to question 8 including cross tabulation by demographic group (where this information is available) can be found at Appendix 1.
- 3.7 Weighting the data to account for over and under-sampling of particular sections of the population is not necessary, given that the Intermediate Care consultation was available via NHS Tameside & Glossop Clinical Commissioning Group web pages and was open to all residents and is not a fixed/controlled sample. No personal data was collected as part of the consultation process.

⁸ Figures are based on the number of households in each postcode sector area.

4.0 Consultation Analysis

4.1. Analysis of questions 1 to 3

4.1.1 43.2% of respondents reported to have used Intermediate Care services in Tameside & Glossop within the last two years.

4.1.2 Of those who had used Intermediate Care services within the last two years, the largest proportion had done so more than two years ago (34.4%). Just over one in ten had used Intermediate Care services within the last month (13.0%).

4.1.3 Table 9 details the Intermediate Care services previously used by those who answered yes to question 1. The majority (83.6%) reported to have used Shire Hill.

Table 9: Intermediate Care services previously used

Consolidated Theme	No.	%
Shire Hill	413	83.6
Stamford Unit (on the site of Tameside Hospital)	46	9.3
Grange View	27	5.5
Community services / Reablement e.g. you received treatment from a nurse / physiotherapist etc in your own home	82	16.6
Other	24	4.9

4.1.4 Further analysis of questions 1 to 3 can be found at Appendix 1 including cross tabulation by demographic group (where this information is available).

4.2. Quantitative analysis of qualitative questions (questions 4 to 7)

4.2.1 Upon analysing the responses to questions 4 to 7 into themes, it became apparent that respondents had made similar comments across all six open questions. Table 3 in section 2.0 details the number of themes per question. As many of the themes had cross over between the six open text questions, responses to these have been collated and consolidated into **34** themes.

4.2.2 Appendix 1 provides a full breakdown of the consolidated theme analysis including cross tabulation by demographic group (where this information is available). Further details of the original themes pre-consolidation can be found at Appendix 2. The matrix at Appendix 3 details the pre-consolidated themes and the original themes which sit within each one.

4.2.3 The most commonly mentioned themes were around reference to expectations or concerns relating to the Home First model (i.e. a home based Intermediate Care service) made by over half of respondents (50.2%); positive comments relating to the Home First model (44.2%); and support for Option 1 (40.2%).

4.2.4 The least commonly mentioned themes were related to travel costs (5.3%); car drive times (4.8%); and parking good – positive at Shire Hill (2.0%).

4.2.5 Table 10 outlines the number and proportion of respondents⁹ who made reference to a particular theme within their response to questions 4 to 7.

⁹ Based on those respondents who provided a substantive response upon which analysis could be undertaken (n=797)

Table 10: Number / % of responses by consolidated theme

Consolidated Theme	No.	%
Public expectations and concerns around the Home First model	400	50.2
Positive comments in support of the Home First model	352	44.2
Support for Option 1 – maintain current arrangements of Intermediate Care beds	320	40.2
Comments around the need for local services – particularly in Glossop	259	32.5
Specific comments / concerns relating to the delivery / implementation of Option 3 – developing a scheme of bed based intermediate care within local private care homes	248	31.1
General comments and concerns relating to travel time and accessibility	226	28.4
Keep Shire Hill / no change to current arrangements	225	28.2
Opposition to Option 3 - developing a scheme of bed based intermediate care within local private care homes	199	25.0
Public transport related concerns (particularly in relation to travelling from Glossop)	185	23.2
Opposition to Option 2 – all bed-based intermediate care in a single location at the Stamford Unit	167	21.0
Criticism of the consultation process	163	20.5
Future of intermediate care – increasing demand and the need to invest in intermediate care	153	19.2
Concerns and criticisms of private care	148	18.6
Positive comments around care and service at Shire Hill	142	17.8
Support for Option 2 - all bed-based intermediate care in a single location at the Stamford Unit	132	16.6
Comments and concerns about NHS funding	101	12.7
Unfairness to Glossop and need to listen to Glossop residents	93	11.7
Patient care and safety - various comments positive and negative	87	10.9
Need to invest in Shire Hill	84	10.5
Concerns about staffing and capacity	81	10.2
Other comments regarding Shire Hill	76	9.5
Criticism of care at Stamford Unit / Hospital	72	9.0
Other comments	66	8.3
Impact on physiotherapy and other services at Shire Hill	61	7.7
Other suggestions / ideas relating to intermediate care	58	7.3
Traffic congestion (particularly in relation to Glossop)	55	6.9
Support for Stamford Unit and intermediate care delivered there	52	6.5
Concern about staff and jobs at Shire Hill	50	6.3
Support for Option 3 - developing a scheme of bed based intermediate care within local private care homes	47	5.9
Issues around parking at Stamford Unit and Hospital site	46	5.8
Opposition to Option 1 - maintain current arrangements of Intermediate Care beds	43	5.4
Travel costs for those who may have to travel further	42	5.3
Increased car drive times for those who may have to travel further	38	4.8
Parking is good at Shire Hill	16	2.0

4.2.6 The 34 consolidated themes have also been cross tabulated by demographic group in order to identify any trends. Key headlines by demographic group are detailed below. Due to the small numbers by individual category for ethnic group, religion, sexual orientation, military veterans and health neighbourhood meaningful analysis for these groups is not possible.

- In terms of gender, women were most likely to comment about Home First – Expectations / Concerns (54.7%), Home First – Positive Comments (45.1%) and Support for Option 1 (43.0%). Of the men who made a comment, over half (53.6%) made reference to Support for Option 1, 48.5% referred to Home First – Positive Comments (48.5%) and 44.8% commented about Home First – Expectations / Concerns.
- These three themes again emerged as those most commonly mentioned by both age groups – those aged under 65 and those aged 65+. For both age groups Home First – Expectations / Concerns was mentioned by over half of respondents from each age group (53.5% aged 65+ and 51.8% aged under 65). Home First – Positive Comments were made by 49.5% of those aged 65+ and 44.5% of those aged under 65. Support for Option 1 was referred to by 49.5% of those aged 65+ and 44.0% of those aged under 65.
- Similar patterns by theme were also seen in terms of disability. Over half of respondents (50.2%) who reported that their day-to-day activities were limited because of a health problem or disability which had lasted, or was expected to last, at least 12 months made a comment regarding Home First – Expectations / Concerns. A further 46.8% made reference to Home First – Positive Comments and 45.3% Support for Option 1. Respondents who did not report that their day-to-day activities were limited because of a health problem or disability were more likely to mention Home First – Expectations / Concerns (52.6%), Support for Option 1 (47.1%) or Home First – Positive Comments (44.3%).
- Likewise carers and non-carers were also most likely to mention these three themes. Home First – Expectations / Concerns (carers 51.9% v non-carers 51.6%), Support for Option 1 (carers 50.4% v non-carers 43.9%) and Home First – Positive Comments (carers 45.8% v non-carers 45.3%). Over two-fifths of carers (43.9%) also made reference to Need for Local Services – Glossop compared to 35.9% of non-carers.
- Again a similar pattern was seen for marital status were across all categories (i.e. single, married / civil partnership, divorced and widowed) the most common mentioned themes were Home First – Positive Comments, Home First – Expectations / Concerns or Support for Option 1. Full details can be found in the tables at Appendix 2.