

A PROVIDER
REQUEST REPORT

healthwatch
Torbay

Modernising Health and Care Services in the Teignmouth and Dawlish area

Survey
Report

January
2020



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Introduction

The local independent healthcare consumer champion Healthwatch Torbay was successful in being commissioned by NHS Devon Clinical Commissioning Group (CCG) to help them understand how far people are travelling for clinics in the Teignmouth and Dawlish area, how they manage to do this and what kind of problems they might have, such as public transport routes or relying on people to help them attend. The CCG wanted to ask people about their experience to help them understand what the impact would be if clinics were relocated to either a central Teignmouth location or to Dawlish Community Hospital.

The information collected will help with planning services for the future, giving a better insight into people's experience, to enhance the information already held, such as numbers of people attending a clinic.

Key Findings

- There were **231 responses** to the patient survey, with a relatively diverse spread of ages, gender, disability and locality, with the majority of respondents saying they did have a choice of where to go, and **chose Teignmouth as it was 'Closer to Home'**.
- Most respondents were frequent users of 'high use' community clinics at Teignmouth Community Hospital with **the majority of overall respondents making their own way and travelling by car**.
- The **significant majority of respondents reported as having 'no issues'** with Teignmouth Hospital. Those who did, cited 'Parking' as the major issue.
- The **small majority of respondents said moving to the centre of Teignmouth would make it 'Easier' or have 'little or no difference'**, with most who didn't again citing 'parking' as being the main issue.
- Generally, **patients who walked or caught the bus were happier to be in Teignmouth Town Centre** but people who drive would prefer to stay using the hospital site, raising concerns about parking and traffic in the town centre, particularly during the summer. As the majority of respondents said they would be using a car to attend clinics, this issue will need to be addressed.
- The **majority of respondents said it would make it more difficult for them to move to Dawlish Community Hospital**, with 'distance' cited as being the main issue.



Methodology

Healthwatch Torbay developed a patient survey in partnership with NHS Devon Clinical Commissioning Group. This survey would be used by Healthwatch Torbay to gather feedback from patients via engagement events at different clinics in Teignmouth Community Hospital. This information would then be shared with the NHS Devon Clinical Commissioning Group to inform them moving forward.

It is important to understand whether personal factors make a difference to how easily people can access services, so some of the survey questions were related to things like age, disability, ethnicity and sexual orientation. Although these were optional, the responses should help ensure that people from all parts of the community are included in any NHS planning and should also show if any particular part of the community is being disadvantaged in the way services are organised.

Trained authorised Healthwatch Torbay representatives attended 8 different outpatient clinics at Teignmouth Community Hospital in a 4 week period over Christmas and New Year 2019. They spent 2 hours at each clinic sitting and talking with patients and carers, gathering their feedback. In addition, the NHS Devon Clinical Commissioning Group also gathered feedback from patients at 4 further clinics, and Teignbridge Community Transport took surveys out on their vehicles for patients to fill out. During the festive period numbers of patients attending were relatively low and some clinics were cancelled, however we were still able to gather feedback from 231 patient surveys.

The different outpatient clinics included at Teignmouth Community Hospital are:

- Audiology
- Abdominal aortic screening
- Breast
- Cardiology
- Dermatology
- Dietary
- Ear, Nose and Throat (ENT)
- Genetics
- Neurology
- Ophthalmology
- Orthopaedics
- Orthoptist
- Pain Management
- Paediatrics
- Physiotherapy
- Plastics
- Podiatry
- Retinal Screening
- Rheumatology
- Urology

Survey Results

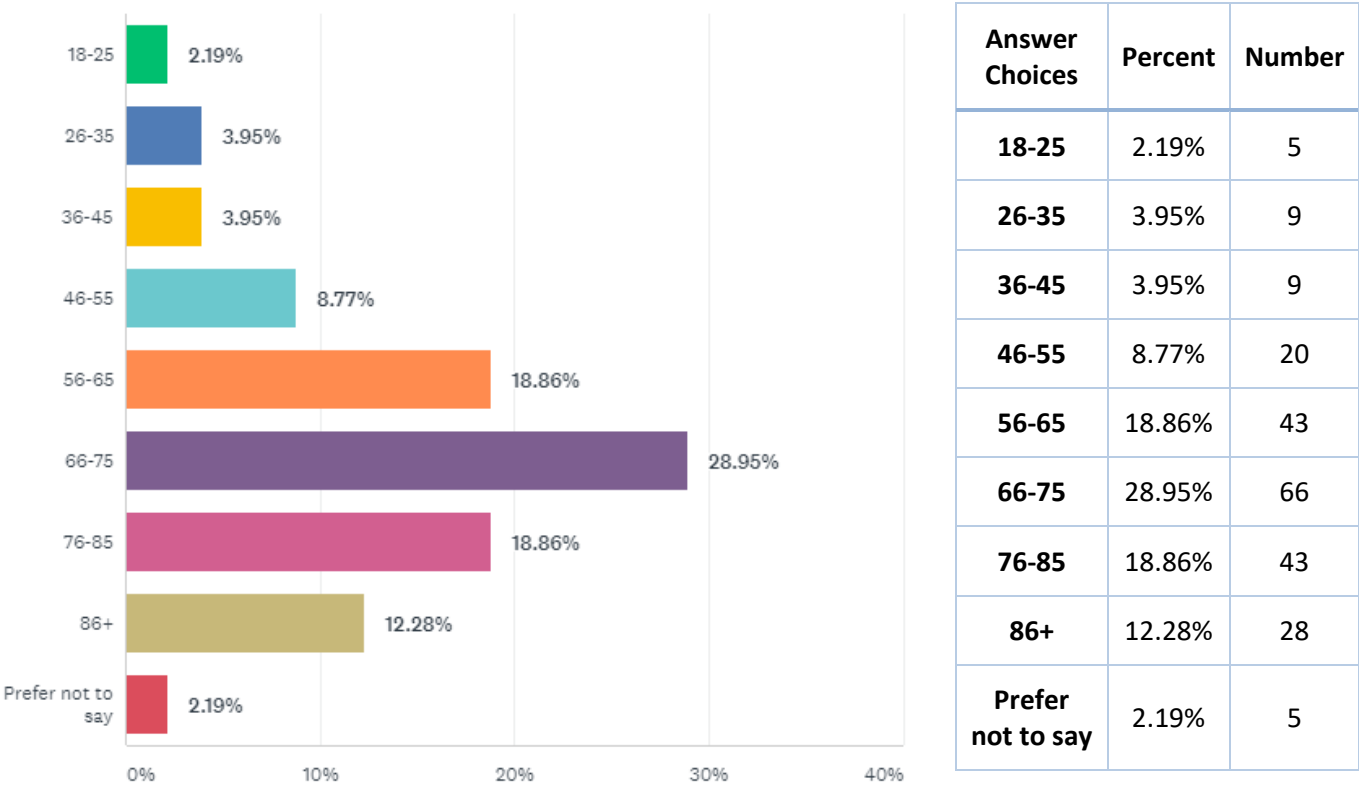
There were **231 responses to the patient survey**, gathered at 12 different outpatient clinics at Teignmouth Community Hospital and from patients using Teignbridge Community Transport. The following section presents the feedback of patients attending these clinics. Wherever possible, verbatim extracts have been used to ensure authenticity and the presence of their real voice throughout.

Demographics of Respondents

There was a relatively diverse spread of ages, gender, disability and locality that responded to this section. The spread of diversity is of course limited to the demographic of patients present in the clinics at the time of surveying.

Age

The majority (78.95%, 180 people) of respondents were aged over 55. A detailed breakdown of the 228 that responded to this question is in the graph and table below.





Gender

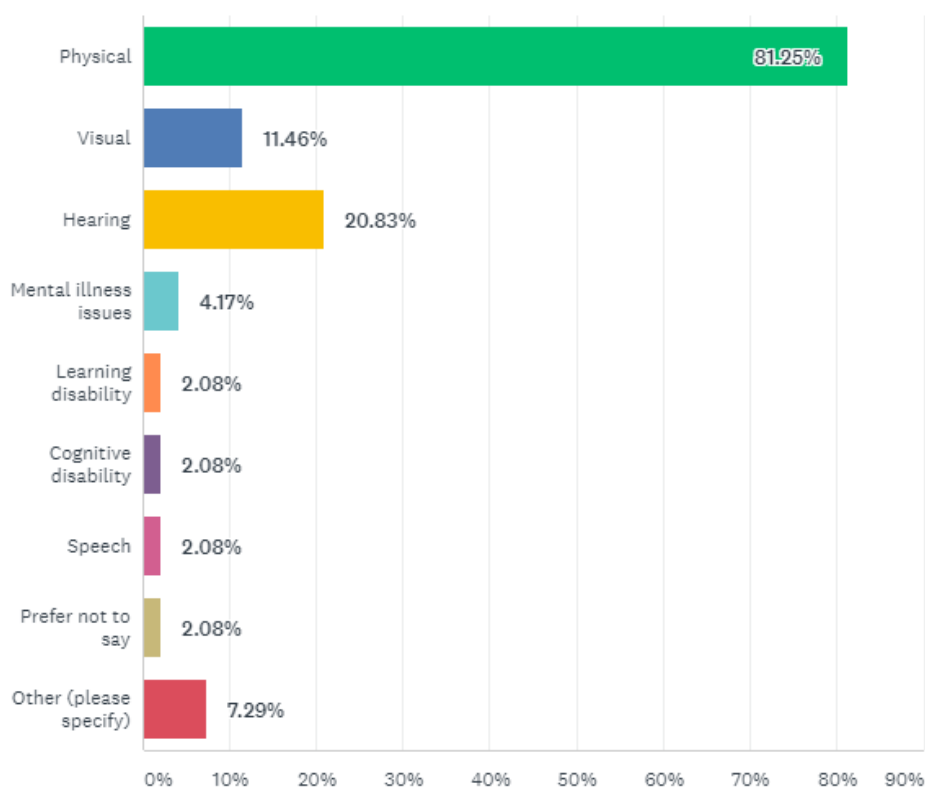
The small majority (50.66%, 116 people) of respondents were female. A detailed breakdown of the 229 that responded to this question is in the table on the right.

Answer Choices	Percent	Number
Male	48.03%	110
Female	50.66%	116
Transgender Man	0.0%	0
Transgender Woman	0.44%	1
Prefer not to say	0.87%	2
Prefer to self-describe	0.0%	0

Disability

The majority (57.52%, 130 people) of respondents identified themselves as not having a disability and 42.48% (96 people) said they did. A detailed breakdown of the 226 that responded to this question is in the graph below.

Those who responded 'yes' were asked to elaborate on what type of disability they had, with the majority (81.25%, 78 people) revealing they have a physical disability. A detailed breakdown of the 96 who responded is in the graph and table below. 'Other' responses (7.2%, 7 people) included: 'kidney failure' (3) 'arthritis' (2), 'COPD', and 'heart problems'.



Answer Choices	Percent	Number
Physical	81.25%	78
Visual	11.46%	11
Hearing	20.83%	20
Mental illness issues	4.17%	4
Learning disability	2.08%	2
Cognitive disability	2.08%	2
Speech	2.08%	2
Prefer not to say	2.08%	2
Other (please specify)	7.29%	7



Ethnicity

229 people responded to this question. The overwhelming majority (96.51%, 221 people) of respondents classed themselves as 'White British' and 1 person preferred not to say.

'Other' responses included 'Don't want to say' (2), 'White Irish' (2), 1 'Turkish' (1) and 'German' (1).

Answer Choices	Percent	Number
White British	96.51%	221
Asian British	0.0%	0
Asian	0.0%	0
Afro-Caribbean British	0.0%	0
Afro-Caribbean	0.0%	0
Mixed heritage	0.0%	0
Gypsy/traveller	0.0%	0
Prefer not to say	0.44%	1
Other (please specify)	3.06%	7

Sexual Orientation

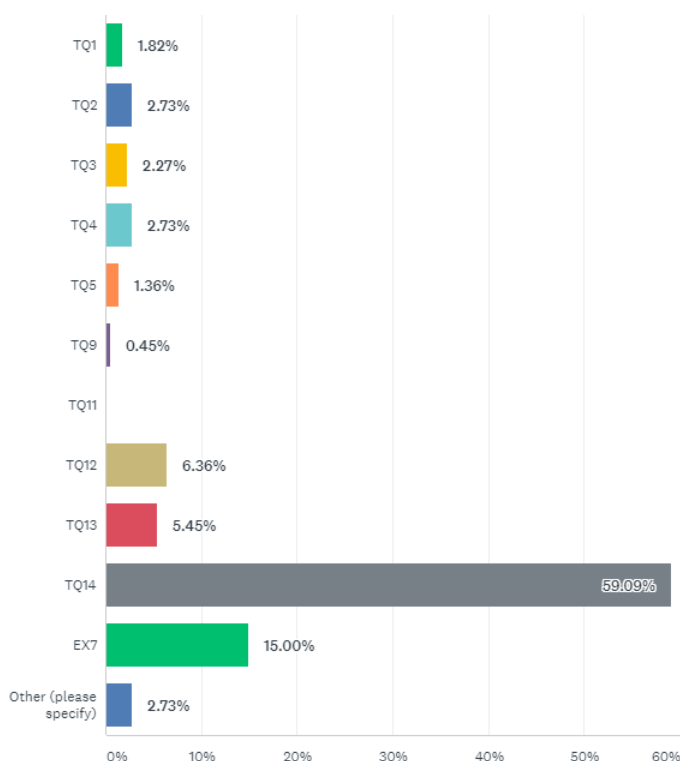
200 people responded to this question. The majority (90.5%, 181 people) of respondents classed themselves as 'Heterosexual', 18 people preferred not to say, and 1 person identified as 'Bisexual'.

Answer Choices	Percent	Number
Heterosexual/straight	90.5%	181
Gay man	0.0%	0
Gay woman/lesbian	0.0%	0
Bisexual	0.5%	1
Prefer not to say	9.0%	18
Prefer to self-describe	0.0%	0

Locality

The majority (59%, 130 people) of respondents were from the TQ14 (Teignmouth) postcode district area. A detailed breakdown of the 220 that responded to the locality question is below in the graph and table.

'Other' responses (2.7%, 6 people) included EX14 (3), EX6 (1) and 'refuse to answer' (2).



Answer Choices	Percent	Number
TQ1	1.82%	4
TQ2	2.73%	6
TQ3	2.27%	5
TQ4	2.73%	6
TQ5	1.36%	3
TQ9	0.45%	1
TQ11	0.0%	0
TQ12	6.36%	14
TQ13	5.45%	12
TQ14	59.09%	130
EX7	15.0%	33
Other (please specify)	2.73%	6



Detailed Survey Feedback

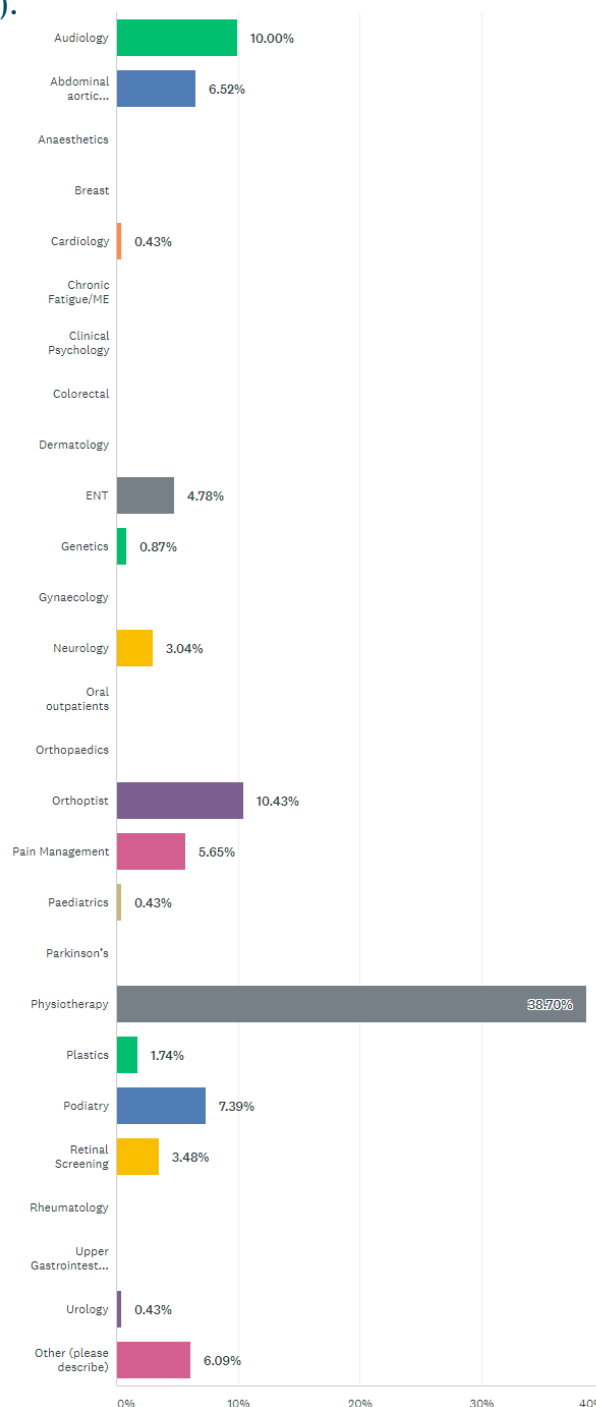
The following section details the answers to each of the specific survey questions regarding patient feedback.

1. Which clinic are you visiting today?

230 people responded to this question. The majority (38.7%, 89 people) of respondents were there to see the Physiotherapy department. Next most frequent response was Orthoptist (10.43%, 24 people) and Audiology (10%, 23 people).

A detailed summary of responses is available in the graph and table below.

Answer Choices	Percent	Number
Audiology	10.00%	23
Abdominal aortic screening	6.52%	15
Anaesthetics	0.0%	0
Breast	0.0%	0
Cardiology	0.43%	1
Chronic Fatigue/ME	0.0%	0
Clinical Psychology	0.0%	0
Colorectal	0.0%	0
Dermatology	0.0%	0
ENT	4.78%	11
Genetics	0.87%	2
Gynaecology	0.0%	0
Neurology	3.04%	7
Oral outpatients	0.0%	0
Orthopaedics	0.0%	0
Orthoptist	10.43%	24
Pain Management	5.65%	13
Paediatrics	0.43%	1
Parkinson's	0.0%	0
Physiotherapy	38.7%	89
Plastics	1.74%	4
Podiatry	7.39%	17
Retinal Screening	3.48%	8
Rheumatology	0.0%	0
Upper Gastrointestinal	0.0%	0
Urology	0.43%	1
Other	6.09%	14



'Other' responses (6%, 14 people) included: 'Ophthalmology' (4), 'Pain Clinic' (4), 'dietary' (2), 'Talkworks' (2), 'for a scan' (1) and 'wheelchair clinic' (1).

From this point forward, an overall summary of question responses will be followed by a separate breakdown of community clinics and specialist clinics for ease of analysis.

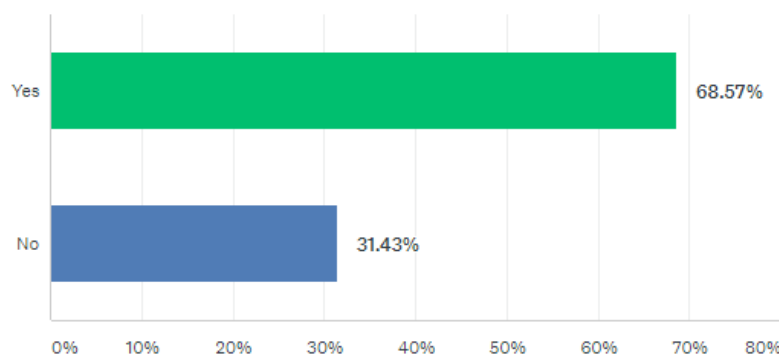
Community clinics (highlighted in the table above) are the outpatient clinics used most by local people, and the CCG proposal is to keep them in Teignmouth at a new Health and Wellbeing Centre in an accessible location as most people who use these community clinics are from the Dawlish and Teignmouth area. Overall, these outpatient clinics make up about three quarters (73%) of all outpatient appointments currently held at Teignmouth Community Hospital. Of this survey, 140 people (60.87%) were using these clinics.

Specialist clinics (not highlighted in the previous table) are less likely to need regular attendance and also provided to patients from all over South Devon and Torbay. The CCG proposal is to move specialist clinics four miles to Dawlish Community Hospital. 90 people (39.13%) responding to this survey were using these specialist clinics.

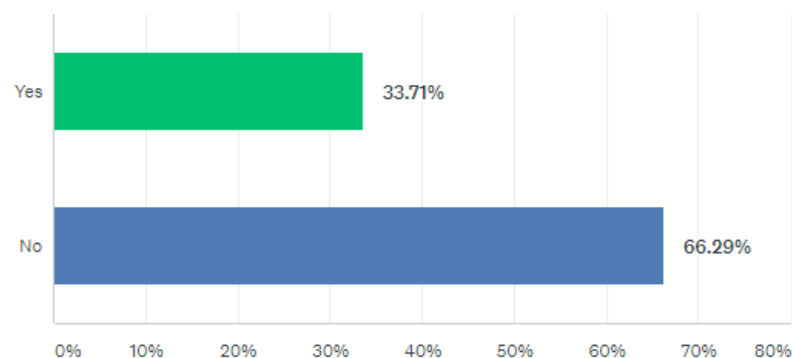
2. Did you have a choice of where you could go for your appointment/treatments?

230 people responded to this question. The majority (55.22%, 127 people) of respondents responded 'Yes' with 44.78% (103 people) responding 'No'.

Community Clinics - Of the 140 Community clinic users who responded to this question, an increased majority (68.57%, 96 people) said they did have a choice of where to go, with 31.43% (44 people) saying they didn't.



Specialist Clinics - 89 specialist clinic users responded to this question, with one not answering. The majority (66.29%, 59 people) said they did not have a choice of where to go, with over a third (33.71%, 30 people) saying they did.





3. If yes, why did you choose Teignmouth?

145 people responded to this question. 86 people skipped this question. The significant majority (81.38%, 118 people) of respondents stated they chose Teignmouth as it was 'Closer to home'. A detailed table of **overall** responses to this question are available below.

There was little difference in the answers to this question from those attending different types of clinics, however:

Community Clinics -

Of the 107 Community clinic users who responded to this question the majority (80.37%, 86 people) said they chose Teignmouth as it was 'Closer to home'. This is shown in the graph on the right.

'Other' responses (11.21%, 12 people) included: 'it was recommended by my GP' (2), 'free parking' (2), 'it's near school/bus stop' (2), 'Live in

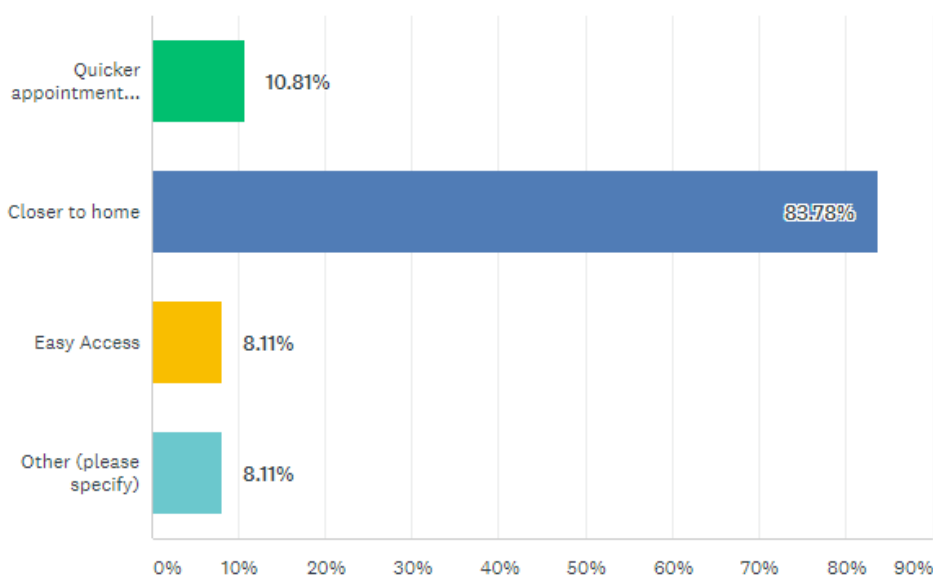
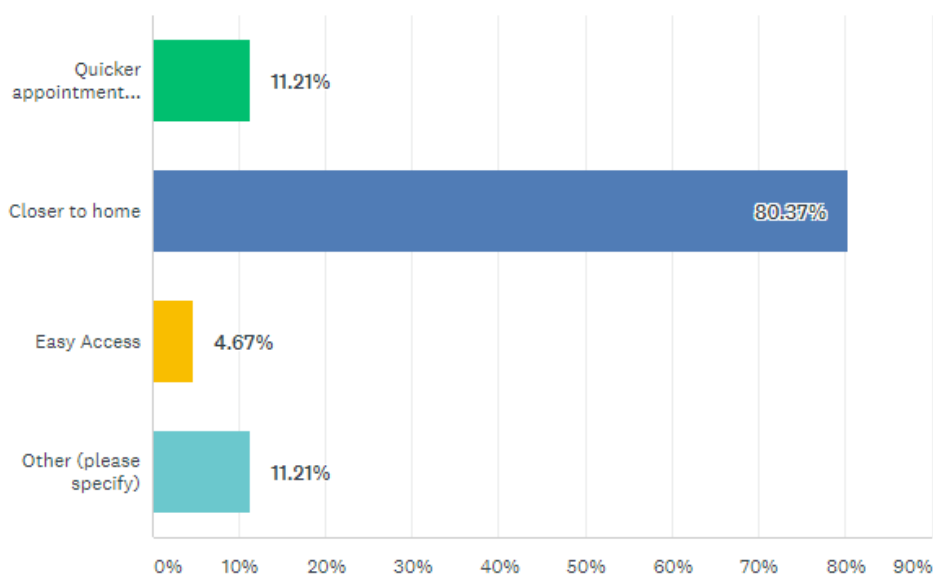
Bishopsteignton' (1), 'moved from Newton Abbot' (1), 'would have chosen Newton Abbot if I could' (1), 'only place near with a dedicated clinic' (1), 'better environment' (1) and 'live nearby' (1).

Specialist Clinics - 37

specialist clinic users responded to this question, with a similar majority (83.78%, 31 people) also saying that they chose Teignmouth as it was 'Closer to home'. This is shown in the graph on the right.

Other' responses (8.11%, 3 people) included: 'chosen for me' (1), 'it's better' (1) and 'didn't want to go to Torbay Hospital' (1).

Answer Choices	Percent	Number
Quicker appointment times	11.03%	16
Closer to home	81.38%	118
Easy Access	5.52%	8
Other	10.34%	15





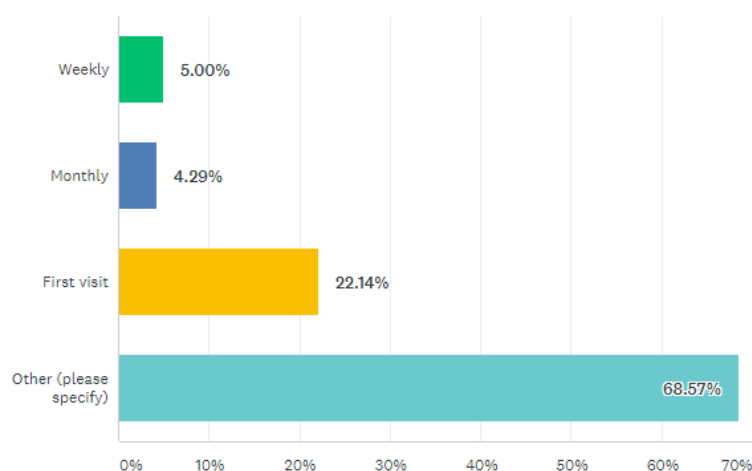
4. On average, how often in the last 12 months have you attended Teignmouth Hospital?

230 people responded to this question. A detailed representation of the **overall** results to this question is displayed in the table below.

As most respondents (66.09%, 152 people) responded with 'Other', we have broken down these responses into different themes in a supplementary tables below in the separate clinics analysis.

Answer Choices	Percent	Number
Weekly	3.48%	8
Monthly	3.91%	9
First visit	26.52%	61
Other (please specify)	66.09%	152

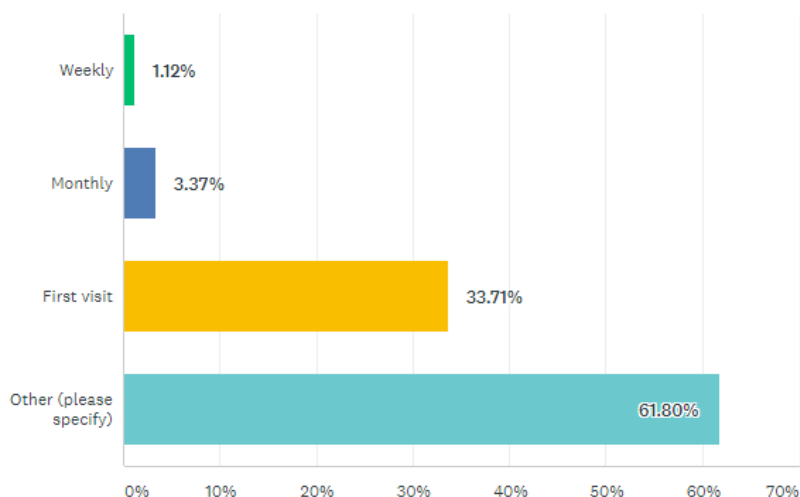
Community Clinics - A graph showing the 140 Community clinic user responses is pictured right, and a table of the 'other' responses (68.57%, 96 people) is below. Over half of these (51%, 49 people) said they had attended at least 2-3 times.



Theme	Percentage	Number of respondents
12 times / monthly	1.04%	1
2-3 times	51.04%	49
20+ times	1.04%	1
4-5 times	13.54%	13
6-7 times	8.33%	8
8-10 times	7.29%	7
As recommended	1.04%	1
Every 3 weeks	4.17%	4
Never	0%	0
Once/Annually	12.50%	12



Specialist Clinics - A graph showing the 89 Specialist clinic user responses is pictured right. As expected, there were much fewer 'frequent users' of the clinics in this category, with more people stating this was their 'first visit' than those attending Community clinics. A table of the 'other' responses (61.8%, 55 people) is below. The most popular answer here (40%, 22 people) was the same as those who attended Community clinics, at least 2-3 times.



Theme	Percentage	Number of respondents
12 times / monthly	0%	0
2-3 times	40%	22
20+ times	0%	0
4-5 times	29.09%	16
6-7 times	1.82%	1
8-10 times	1.82%	1
As recommended	0%	0
Every 3 weeks	0%	0
Never	1.82%	1
Once/Annually	25.45%	14

5. What method of transport did you use to get to Teignmouth Hospital today?

230 people responded to this question. The majority (72.17%, 166 people) of respondents had travelled by car with the next most frequent method being 'walking' (9.57%, 22 people).

Overall results are presented in the table, right.

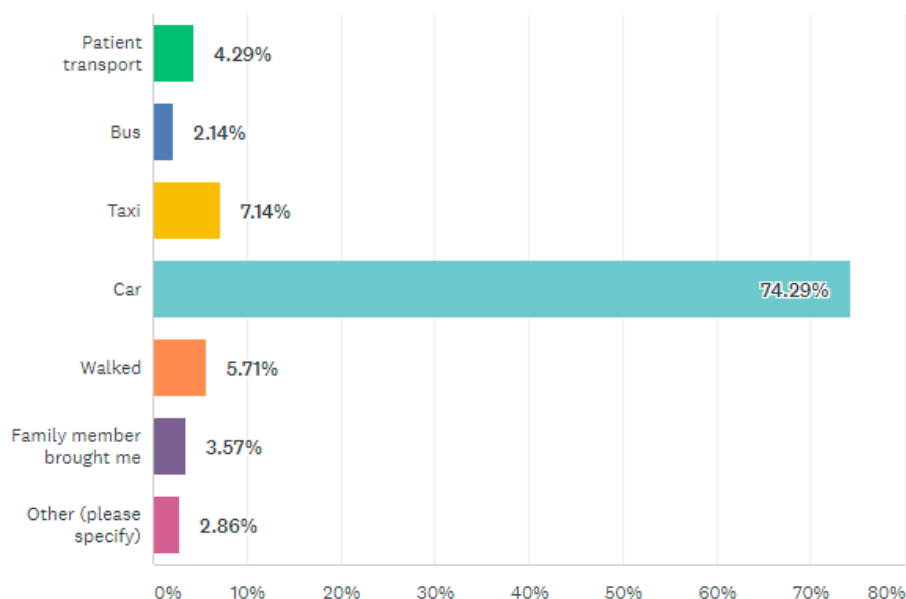
Answer Choices	Percent	Number
Patient transport	4.35%	10
Bus	1.74%	4
Taxi	5.22%	12
Car	72.17%	166
Walked	9.57%	22
Family member brought me	4.35%	10
Other	2.61%	6

Community Clinics -

Of the 140 Community clinic users who responded to this question the majority (74.29%, 104 people) said they travelled by car. This is shown in the graph on the right.

'Other' responses (2.86%, 4 people) included:

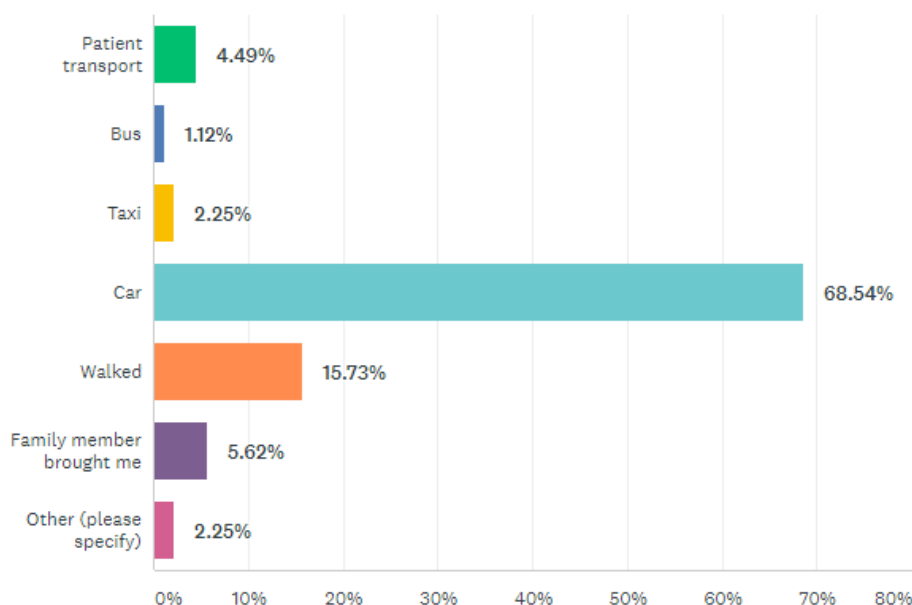
'Motorbike' (1), 'bus and walked up steep hill' (1), 'car today but usually walk' (1) and 'friend brought me' (1).



Specialist Clinics -

89 specialist clinic users responded to this question, with a similar majority (68.54%, 61 people) also saying that they travelled by car. More people walked to a Specialist clinic than a Community clinic. This is shown in the graph on the right.

Both 'Other' responses (2.25%, 2 people) referred to 'community transport'.





6. Did you make your own way to your appointment today or did you have to rely on a family member/friend to get to Teignmouth Hospital?

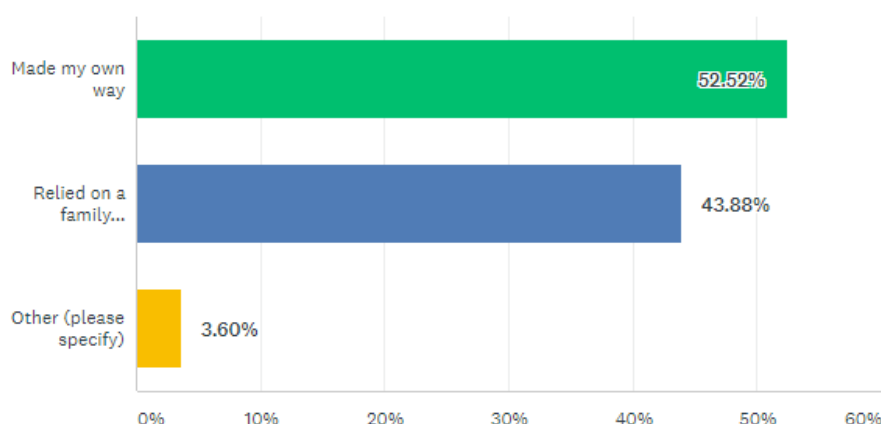
228 people responded to this question. The majority (53.07%, 121 people) of respondents 'Made their own way' with 42.98% (98 people) 'relying on a family member'. These overall results are displayed in the table on the right.

Answer Choices	Percent	Number
Made my own way	53.07%	121
Relied on a family member/friend	42.98%	98
Other	3.95%	9

Community Clinics -

139 Community clinic users responded to this question with the majority (52.52%, 73 people) saying they 'made their own way'. This is shown in the graph on the right.

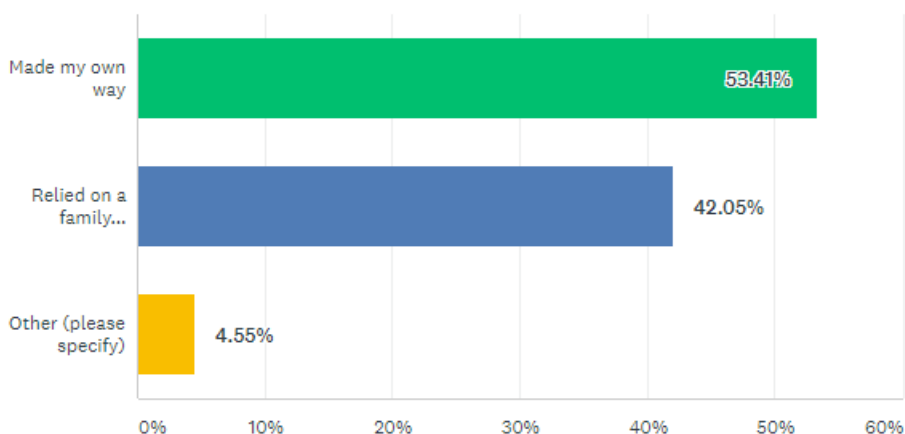
'Other' responses (3.6%, 5 people) included: 'community/patient transport' (3) and 'taxi' (2).



Specialist Clinics - 89

specialist clinic users responded to this question, with a similar majority (53.41%, 47 people) also saying they 'made their own way'. This is shown in the graph on the right.

'Other' responses (4.5%, 4 people) included: 'community/patient transport' (1), 'taxi' (1), 'support worker' (1) and 'wife' (1).





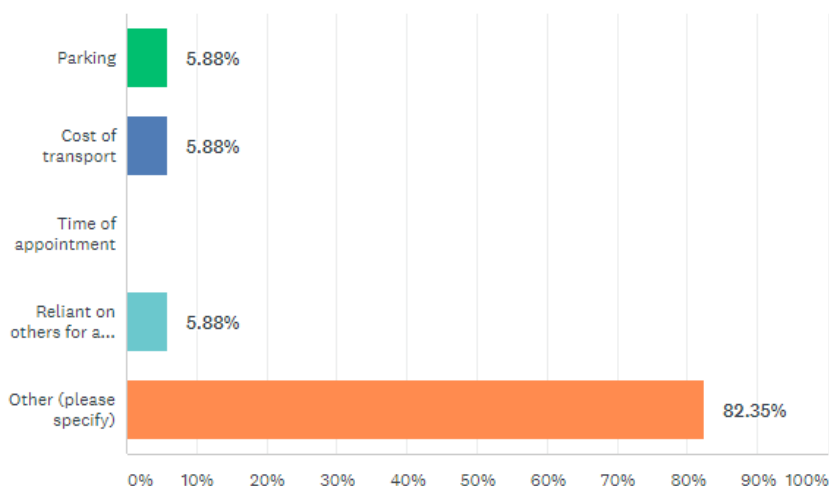
7. Did you experience any issues getting to your appointment today?

156 people responded to this question. **Overall** answers are displayed in the table on the right.

As most respondents (79.49%, 124 people) responded with 'Other', we have broken down these responses into different themes in a supplementary tables below in the separate clinics analysis.

Answer Choices	Percent	Number
Parking	7.69%	12
Cost of transport	5.77%	9
Time of appointment	0.64%	1
Reliant on others for a lift	6.41%	10
Other	79.49%	124

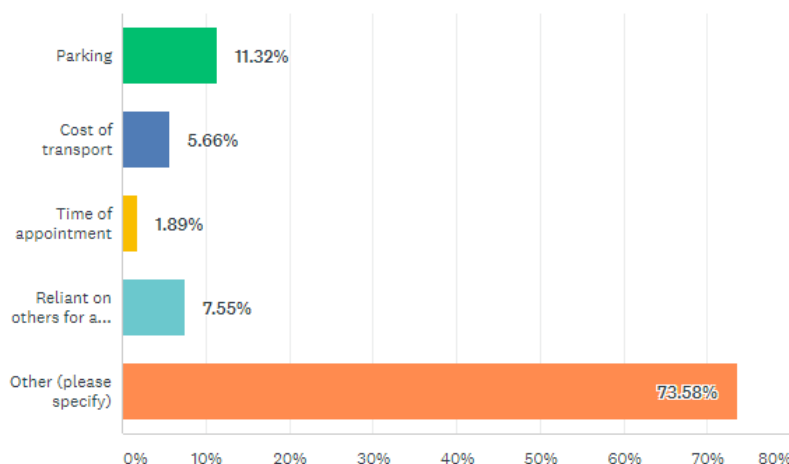
Community Clinics - A graph showing the 102 Community clinic user responses is pictured right, and a table of the 'other' responses (82.35%, 84 people) is below. The significant majority of these (85.71%, 72 people) said they had no issues getting to their appointment.



Theme	Percentage	Number of respondents
Bus times	1.19%	1
Cost	2.38%	2
Had to phone Torbay	1.19%	1
None	85.71%	72
Steep Hill	1.19%	1
Traffic	7.14%	6
Work commitments	1.19%	1



Specialist Clinics - A graph showing the 53 Specialist clinic user responses is pictured right. A higher percentage of people (11.62%, 6 people) appeared to have issues with parking at Specialist clinics compared to Community clinics. A table of the 'other' responses (73.58%, 39 people) is below. An even higher percentage of Specialist clinic users (94.87%, 37 people) said they had no issues compared to community clinic users.



Theme	Percentage	Number of respondents
Bus times	0%	0
Cost	0%	0
Had to phone Torbay	0%	0
None	94.87%	37
Steep Hill	0%	0
Traffic	2.56%	1
Work commitments	2.56%	1

8. Are there any other issues you experienced when using Teignmouth Hospital?

146 people responded to this free text question. The majority (83.56%, 122 people) of respondents reported as having no issues or praised the service. All answers are separated by clinic and displayed in full in the tables below.

Community Clinics - 92 Community clinic users responded to this question, with the significant majority (86.96%, 80 people) saying they had no issues when using Teignmouth Hospital. The next most frequent answer here was 'parking' (6.52%, 6 people).

Theme	Percentage	Number of respondents
Appointment delays	0%	0
Difficulty walking	1.09%	1
Disappointed no A&E	0%	0
Hill	1.09%	1
Integrate healthcare	1.09%	1
Learning Need problem	1.09%	1
left appointment anxious	1.09%	1
long time user	1.09%	1
No Issues	86.96%	80
Parking	6.52%	6



Specialist Clinics - 53 Community clinic users responded to this question, with a similar response to Community clinic users. The significant majority (77.36%, 41 people) said they had no issues, with next most frequent answer 'parking' (11.32%, 6 people). More Specialist clinic users cited the 'hill' and 'Appointment delays' as issues compared to Community clinic users.

Theme	Percentage	Number of respondents
Appointment delays	3.77%	2
Difficulty walking	0%	0
Disappointed no A&E	1.89%	1
Hill	5.66%	3
Integrate healthcare	0%	0
Learning Need problem	0%	0
left appointment anxious	0%	0
long time user	0%	0
No Issues	77.36%	41
Parking	11.32%	6

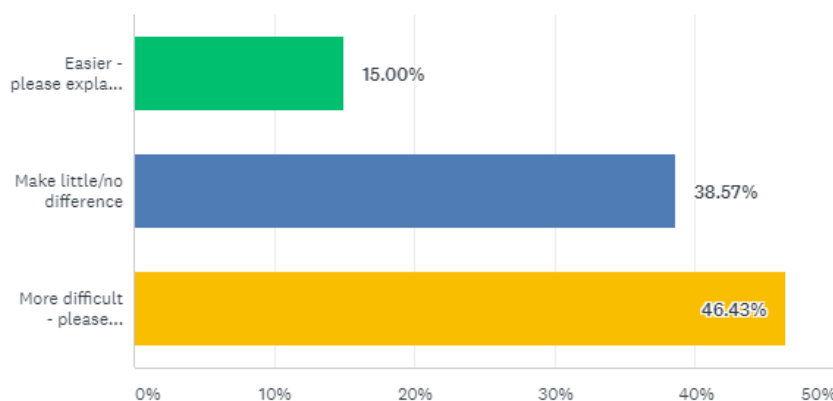


9. If the clinics were to move to the centre of Teignmouth, would it make it easier or more difficult for you to attend?

All 231 people responded to this question. The small majority (56.27%, 130 people) of respondents said it would either make little or no difference or be easier. 101 people (43.72%) said moving clinics would make it 'more difficult' for them. **Overall** results are displayed in the table on the right. A breakdown of the different responses per clinic is below.

Answer Choices	Percent	Number
Easier	16.88%	39
Make little/no difference	39.39%	91
More difficult	43.72%	101
Please explain why.		135

Community Clinics - A graph showing the 140 Community clinic user responses is pictured right. The small majority (53.57%, 75 people) said it would either make little or no difference or be easier. 65 people (46.43%) said it would make it 'more difficult' for them.

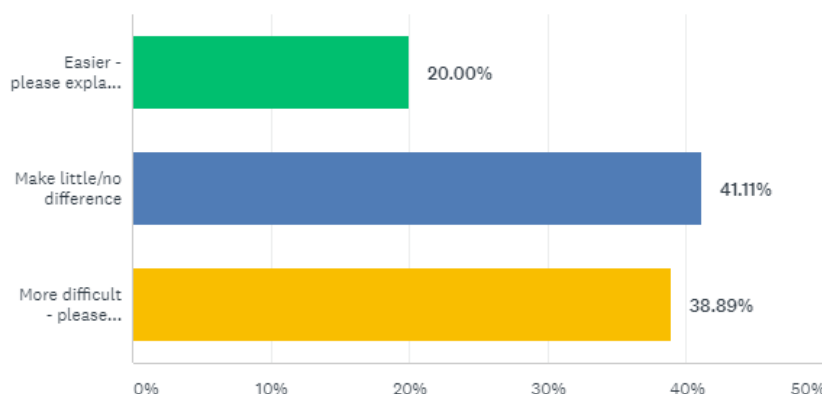


When asked to elaborate on this answer, of the 86 free text responses, most (79.07%, 68 people) cited 'parking' as being the main issue with 8.14% (7 people) stating it would be more convenient for them or easier to access, mainly due to the 'lack of a steep hill'. We have broken down these free text responses into different themes in the table below:

Theme	Percentage	Number of respondents
Easier access / Convenience / No Hill	8.14%	7
Further away	3.49%	3
Modern facilities	1.16%	1
Need to use transport	4.65%	4
No response	3.49%	3
Parking	79.07%	68
Traffic	0%	0



Specialist Clinics - A graph showing the 90 Specialist clinic user responses is pictured right. A higher percentage of people (61.11%, 55 people) said it would either make little or no difference or be easier compared to Community clinics.



When asked to elaborate on this answer, of the 48 free text responses, a much smaller majority compared to Community clinics (54.17%, 26 people) cited 'parking' as being the main issue with a much higher percentage 29.17% (14 people) stating moving would be more convenient for them or easier to access, mainly due to the 'lack of a steep hill'. We have broken down these free text responses into different themes in the table below:

Theme	Percentage	Number of respondents
Easier access / Convenience / No Hill	29.17%	14
Further away	4.17%	2
Modern facilities	0%	0
Need to use transport	2.08%	1
No response	4.17%	2
Parking	54.17%	26
Traffic	6.25%	3

10. If the clinics were to move to the centre of Teignmouth, how would you get there?

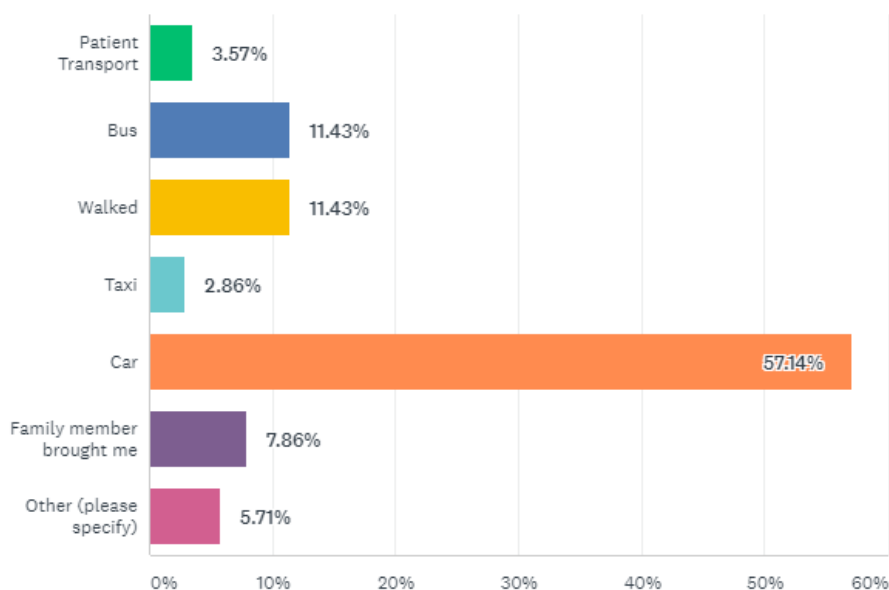
All 231 people responded to this question. The majority (56.28%, 130 people) of respondents said they would use a car. These **overall** results are displayed in the table on the right.

Answer Choices	Percent	Number
Patient Transport	3.46%	8
Bus	9.96%	23
Walked	17.32%	40
Taxi	1.73%	4
Car	56.28%	130
Family member brought me	4.76%	11
Other	6.49%	15

Community Clinics -

140 Community clinic users responded to this question the majority (57.14%, 80 people) saying they would get there by car. This is shown in the graph on the right.

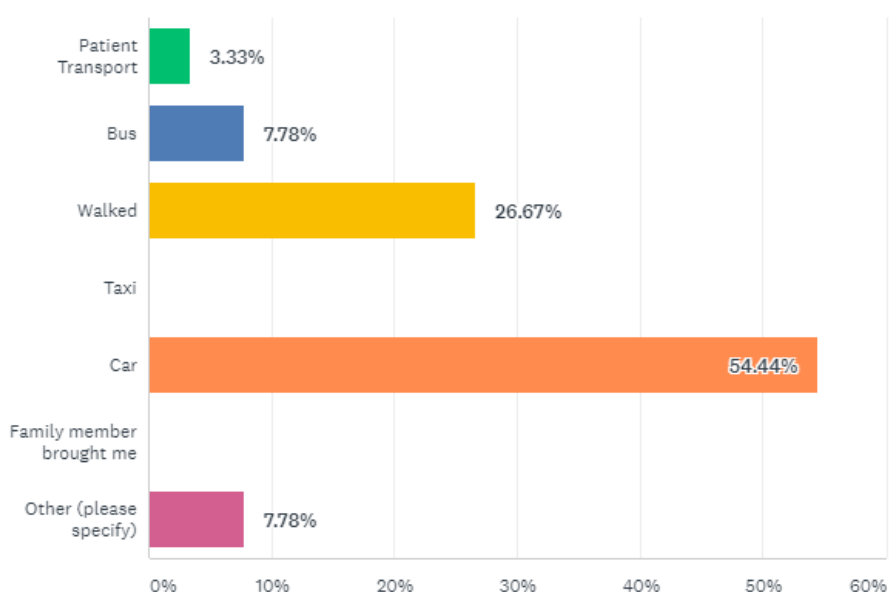
‘Other’ responses (5.71%, 8 people) included: ‘*public transport*’ (2), ‘*community transport*’ (1), ‘*Shaldon Ferry*’ (1), ‘*motorbike*’ (1), ‘*family member*’ (1), ‘*volunteer*’ (1), and ‘*would not be able to attend*’ (1).



Specialist Clinics - 90

specialist clinic users responded to this question, with a similar majority (54.44%, 49 people) also saying they would get there by car. A higher percentage of people said they would walk compared to Community clinic users. This is shown in the graph on the right.

‘Other’ responses (7.78%, 7 people) included: ‘*community transport*’ (2), ‘*Shaldon Ferry*’ (2), ‘*public transport*’ (1), ‘*depends on parking*’ (1) and ‘*I have no intention of going into the centre*’ (1).





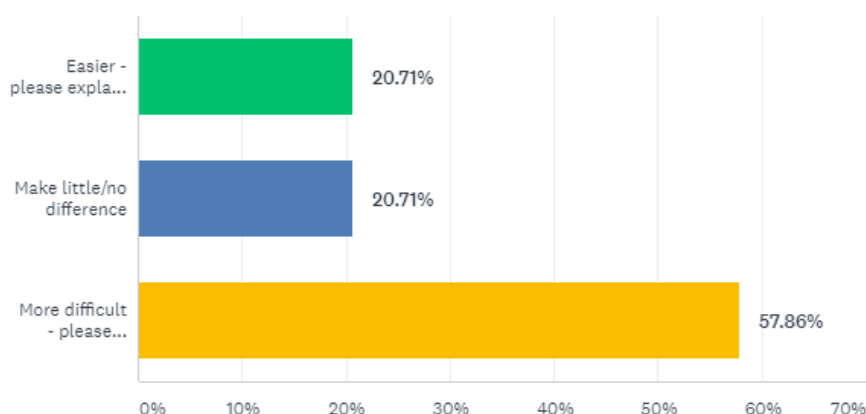
11. If the clinics were to move to Dawlish Hospital, would it make it easier or more difficult for you to attend?

All 231 people responded to this question. The majority (60.17%, 139 people) of respondents said it would make it more difficult for them. **Overall** responses are displayed in the table on the right.

Answer Choices	Percent	Number
Easier	16.02%	37
Make little/no difference	23.38%	54
More difficult	60.17%	139
Please explain why.		162

Community Clinics - A graph showing the 140 Community clinic user responses is pictured right. The majority (57.86%, 81 people) said moving to Dawlish Hospital would make it 'more difficult' for them.

When asked to elaborate on this answer, of the 101 free text responses, most (55.45%, 56 people) cited 'distance' as being the main issue with 14.85% (15 people) stating it would be more convenient for them as it is 'closer'. We have broken down these free text responses into different themes in the table below:

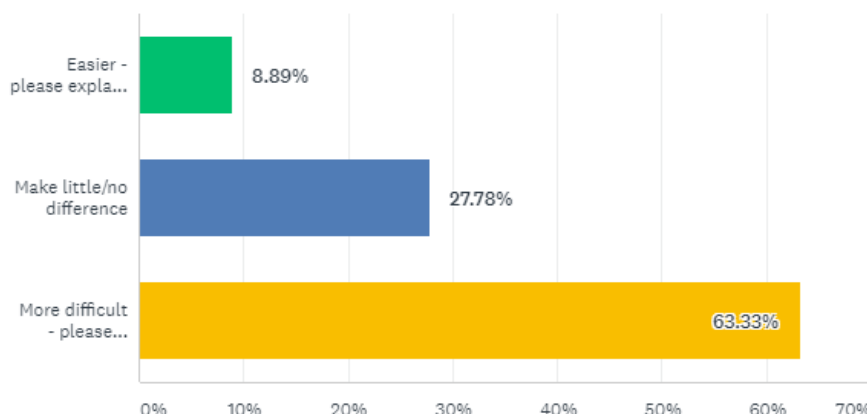


Theme	Percentage	Number of respondents
A little easier	2.97%	3
Closer / live here	14.85%	15
Cost	3.96%	4
Distance / further	55.45%	56
Easier to get to Exeter	0%	0
Need to use car/bus	5.94%	6
No response	0%	0
Parking	7.92%	8
Traffic	10.89%	11

The 2 un-themed responses were 'no public transport from the village' (1) and 'timing- don't like Dawlish hospital' (1).



Specialist Clinics - A graph showing the 90 Specialist clinic user responses is pictured right. A higher percentage of people (63.33%, 57 people) said moving to Dawlish Hospital would make it 'more difficult' for them compared to Community clinics. A lot fewer people (8.89%, 8 people) said it would make it easier.



When asked to elaborate on this answer, of the 60 free text responses, a slightly increased majority compared to Community clinics (58.33%, 35 people) cited 'distance' as being the main issue with a smaller percentage 11.67% (7 people) stating it would be more convenient for them as it is 'closer'. We have broken down these free text responses into different themes in the table below:

Theme	Percentage	Number of respondents
A little easier	0%	0
Closer / live here	11.67%	7
Cost	0%	0
Distance / further	58.33%	35
Easier to get to Exeter	3.33%	2
Need to use car/bus	5%	3
No response	1.67%	1
Parking	1.67%	1
Traffic	13.33%	8

The 2 un-themed responses were 'depends on how many times I need to go' (1) and 'I'm a carer' (1).



12. If the clinics were to move to Dawlish Hospital, how would you get there?

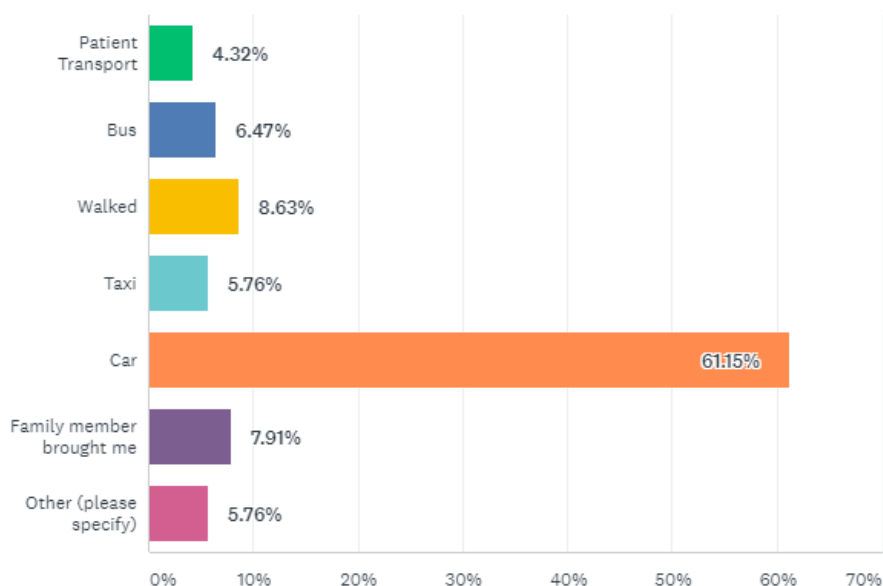
230 people responded to this question. The majority (64.35%, 148 people) of respondents said they would use a car. Overall responses are displayed in the table on the right.

Answer Choices	Percent	Number
Patient Transport	3.91%	9
Bus	8.26%	19
Walked	6.09%	14
Taxi	4.78%	11
Car	64.35%	148
Family member brought me	5.65%	13
Other	6.96%	16

Community Clinics -

139 Community clinic users responded to this question the majority (61.15%, 85 people) saying they would get there by car. This is shown in the graph on the right.

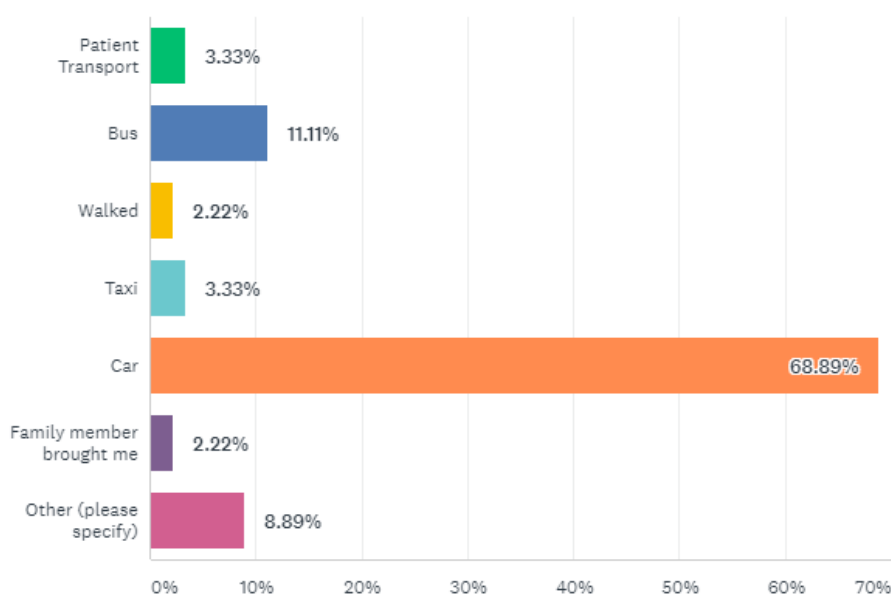
'Other' responses (5.76%, 8 people) included: 'public transport' (3), 'motorbike' (1), 'family member' (1), 'volunteer' (1), 'more expensive as further away' (1) and 'would not be able to attend' (1).



Specialist Clinics - 90

specialist clinic users responded to this question, with a similar majority (68.89%, 62 people) also saying they would get there by car. A higher percentage of people said they would get the bus (11.11%, 10 people) compared to Community clinic users and a lower percentage (2.22%, 2 people) said they would walk. This is shown in the graph on the right.

'Other' responses (8.89%, 8 people) included: 'public transport' (5), 'Community Transport' (1), 'depends on parking' (1) and 'caring people in the village' (1).





Other points noted by Healthwatch volunteers

From verbal feedback given during discussions with patients, verbatim comments noted that:

- If someone attended only once, they 'didn't mind where they went' as long as it was as close to home as possible.
- Generally, patients who walked or caught the bus were happier to be in Teignmouth Town Centre.
- If people were driving they would prefer to stay using the hospital site, raising concerns about parking and traffic in the town centre, particularly during the summer.
- Further concerns were raised about disabled parking space availability and the need for a drop off lane.
- Carers raised concerns regarding having someone to care for their cared for while they tried to park in Teignmouth town centre (e.g. Dementia sufferers).
- Some patients were concerned with the rising sea levels in Teignmouth causing an issue with a central Teignmouth Town location.



Results Summary

- There were 231 responses to the patient survey, with a relatively diverse spread of ages, gender, disability and locality. However, **the majority of respondents were aged over 55** (78.95%, 180 people) and lived in Teignmouth (59%, 130 people). 42.48% (96 people) of respondents identified themselves as having a disability. The spread of diversity is limited to the demographic of patients present in the clinics at the time of surveying.
- 60.87% of respondents (140 people) were frequent users of ‘high-use’ **Community clinics** (proposed to be kept in Teignmouth), with the majority making their own way by car and experiencing no issues getting to their appointment, including having a choice of where to go for their appointments.
- The small majority of these (53.57%, 75 people) said **it would either make little or no difference or would even be easier if these clinics were moved to Teignmouth Town Centre**, with most of those saying it would make it more difficult citing ‘parking’ as their main concern.
- However, the majority (57.86%, 81 people) of community clinic users said **moving to Dawlish Hospital would make it ‘more difficult’** for them, citing ‘distance’ as being their main issue.
- 39.13% of respondents were infrequent users of ‘low use’ **Specialist clinics** (proposed to be moved to Dawlish Community Hospital), with the majority making their own way by car and experiencing no issues getting to their appointment, however, most (66.29%, 59 people) said they did not have a choice of where to go.
- A higher percentage of these users (61.11%, 55 people) compared to Community clinics said **it would either make little or no difference if these clinics were moved to Teignmouth Town Centre**, with a smaller majority of those saying it would make it more difficult citing ‘parking’ as their main concern.
- A higher percentage of specialist clinic users (63.33%, 57 people) said **moving to Dawlish Hospital would make it ‘more difficult’** for them compared to Community clinics, citing ‘distance’ as being their main issue.

Recognition

Healthwatch Torbay would like to thank all the staff at Teignmouth Community Hospital for their help, support and warm welcome and also all our volunteers for their time and efforts collating the valuable feedback for this report.

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