

# Health and Care needs in Stamford Survey and Community Discussions Feedback Report

25 November – 31 January 2025



## Introduction

The purpose of this report is:

1. To provide an overview of our engagement activities undertaken between November and January to gather feedback and experiences from the residents of Stamford about their health and care services now and in the future as the population grows
2. To present findings from our online survey and community conversations

The NHS Lincolnshire ICB engagement team undertook discussions with the public and various community groups between 7<sup>th</sup> January and 31<sup>st</sup> January, attending 12 community meetings/events across Stamford, including underrepresented communities such as those with mental health issues, long-term conditions and English as a second language. Running alongside the face-face engagement was an online survey, that has been widely promoted to gather views from local people about what they think about health and care services in Stamford now, as well as what they think the impact of population growth will be on these services. 726 responses were received .

This report highlights both the activities undertaken and the results of this engagement. The feedback received has been analysed across all population groups and health inequality and equality categories. Where they exist, differences are highlighted within the report. This report is split into two sections; detailed feedback from the survey and key themes from community conversations held across Stamford.

**Do you live in Stamford and the surrounding areas?**

**Tell us about what is important to you**

**in your local health and care**

**services.**



## Executive summary

Based on the demographic data provided, the highest level of response came from **females** and those **aged 60-69**, closely followed by age 70-79.

73% (530) of respondents have **live in Stamford**, just over three quarters (**77%**) of respondents would **class their health** as **very good/good**, and **60%** state that they have a **long-term condition**.

### Stamford health and care needs now and, in the future

- **84% (585)** of 695 respondents find it **difficult** to access services.
- Just **under one half (47%, 322)** of respondent's access services outside of Lincolnshire. The key reasons for doing so include lack of local availability, long waiting times, quality of care and proximity of services.
- **65% of 678** respondents think that there are health and care services needed in their community **NOW** which are not currently provided. Such as NHS dentists, GP practice and increased access to mental health support.
- **90% of 687** respondents think that there are health and care services needed in their community **IN THE FUTURE** which are not available now. Such as GP services, NHS dentist and the facilities to handle emergencies locally.
- Dental services, mental health and management of long-term conditions are the **most important** health issues facing the Stamford community.
- **64% (459)** of respondents do not feel very well informed/informed at all about health and care services.
- **595 (85%)** have access to private transport. **42 respondents (6%)** do not have access to any transport.

# Section 1

Overview of engagement activities and promotion



## Overview of engagement activities

The following section describes the engagement activity undertaken for the GP Strategy:

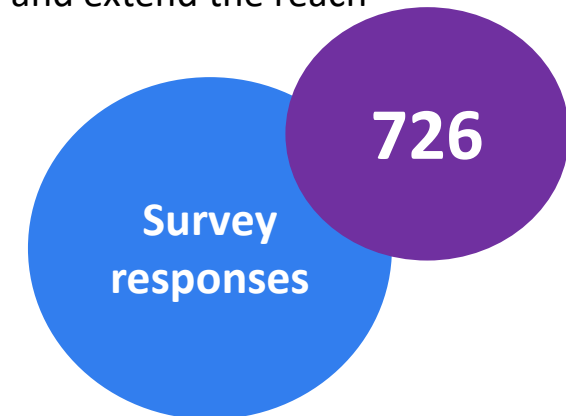
- Attended **12 groups/events** across Lincolnshire, reaching **582** people
- **726 responses** to the survey

## Survey

The survey ran alongside the face-to-face engagement activities and was available in different formats on request. It was available on the NHS Lincolnshire ICB and other partner websites. The link was also shared with the ICB engagement stakeholder database of 10,000 contacts.

The survey was regularly promoted through various channels including:

- Social media across the ICB and Trust accounts, as well as requests sent to Lincolnshire partners to share and extend the reach
- Featured in **5** fortnightly NHS Lincolnshire ICB engagement bulletins and **2** Primary care bulletins
- Nextdoor online forum
- Providers' member databases and staff networks
- Posters shared with Lincolnshire's PPGs
- Via leaflets and posters with QR codes and links handed out during face-to-face engagement activities



## Out and about in Stamford

Throughout the engagement period we incorporated several different activities to speak to members of the public such as attending existing community groups, online survey and leafleting.

Each activity was chosen to enable us to reach as wide and varied population as possible to ensure that all voices in our community were given an opportunity to be heard.

Whilst we already have an established database of local and community groups based on protected characteristics, we also recognized the importance of proactive and targeted engagement with underrepresented groups. Where possible we tried to attend existing group meetings to further promote opportunities for involvement and gather their views.



## Out and about in Lincolnshire

The below table details the locations and groups we visited (continued on the next page):

| Date                     | Group  | Number of people reached  |
|--------------------------|--|---------------------------|
| 7 <sup>th</sup> January  | <b>Stamford Fibromyalgia Group</b><br>Long-term conditions                               | 8                         |
| 15 <sup>th</sup> January | <b>Communita Chatter</b><br>Older people   | 11                        |
| 17 <sup>th</sup> January | <b>Friday Connect</b><br>Mental health, economically disadvantaged, older people         | 31                        |
|                          | <b>Multinational Stay and Play</b><br>Toddler group, parents, English as second language | 10                        |
|                          | <b>Knit and Natter Group</b><br>Older people   | 12                        |
|                          | <b>Leafleting at Stamford Market / leaflet drops</b><br>All                              | 347 (leaflets handed out) |

## Out and about in Lincolnshire..

The below table details the locations and groups we visited (continued the next page):

| Date                     | Group   | Number of people reached |
|--------------------------|---|--------------------------|
| 21 <sup>st</sup> January | <b>Coffee and a Chat</b><br>Dementia Support              | 9                        |
|                          | <b>Lakeside PPG AGM Meeting</b><br>All                    | Approx 120               |
| 23 <sup>rd</sup> January | <b>Stamford Autism Group</b><br>Disability                | 13                       |
|                          | <b>Tea and Chat</b><br>Older people                       | 7                        |
|                          | <b>Makers</b><br>Mental Health                            | 4                        |
| 28 <sup>th</sup> January | <b>Stamford Cancer Support Group</b><br>Long term illness | 10                       |

## Promotion of engagement

### NHS Lincolnshire Engagement Bulletin

The NHS Lincolnshire ICB Engagement Team produces a fortnightly bulletin which is distributed to a variety of community and voluntary groups, Patient Participation Groups, support groups, stakeholders and people who have subscribed via the NHS Lincolnshire ICB website.

Information and the link to the survey was promoted in the 'This week's hot topic' section of the engagement bulletin and was distributed to around 10,000 contacts on the ICB engagement teams stakeholder database.

The Stamford engagement survey featured in **5 editions** of the bulletin.

### Nextdoor Online Forum

The NHS Lincolnshire ICB engagement team uses the Nextdoor online forum to help encourage participation and increase completion of various surveys and questionnaires. The total reach of the NHS Lincolnshire ICB Nextdoor account is 110,269 members spanning across 471 'neighbourhoods' enabling us to reach a variety of communities, villages and towns across Lincolnshire.

6 posts were published on Nextdoor. The table below demonstrates the total number of impressions (people that saw each particular post):



## The Contributor

**Say hello to the latest opportunities to have your say and get involved with your local NHS**

### This weeks hot topic

**NHS to launch engagement exercise on health and wellbeing services in Stamford**

The NHS in Lincolnshire is launching a new engagement exercise to understand the health needs and aspirations of Stamford people, to ensure that health services remain fit for the future.

In 2021, the then NHS Lincolnshire Clinical Commissioning Group (CCG), now replaced by NHS Lincolnshire Integrated Care Board (ICB), agreed to review and evaluate the long-term shape of health services in Stamford and surrounding areas in light of significant projected population growth in the area.

Fast forward three years and the work undertaken previously by the CCG with local stakeholders and Stamford communities is something the ICB wants to engage local people on.

| Nextdoor promotion            | Impressions |
|-------------------------------|-------------|
| 25 November - 31 January 2025 | 53,800      |

## Promotion of engagement contd.



**Do you live in Stamford and the surrounding areas?**

Tell us about what is important to you in your local health and care services.

Please complete our survey by 31st January 2025



Visit [lincolnshire.icb.nhs.uk/engagement-stamford](https://lincolnshire.icb.nhs.uk/engagement-stamford)

If you need the survey in an alternative format, require help completing it, or you would prefer to speak to our team about your experiences, please contact the Engagement Team: [icb.involveus@nhs.net](mailto:icb.involveus@nhs.net)

### Leaflets

We created a leaflet to provide a versatile and tangible means to:

- Build awareness of the survey
- Signpost/link people to the survey
- Provide the engagement team with a means of engaging with members of the public and passing information at community meetings and other events
- Leaflets were also left at several venues across Stamford during face-to-face engagements

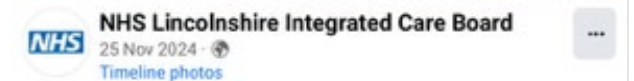
### Social media and website activity

NHS Lincolnshire ICB Communications team's used Facebook to push traffic towards the survey on the website. The team posted:

**5 Facebook posts, reaching 10,972 people and generating 93 reactions and 1354 clicks through to the survey**

**2049 people visited the webpage - [NHS Public Engagement – Stamford and surrounding area - Lincolnshire ICB](#)**

They also drafted posts in the system Hootsuite to enable providers to duplicate and share across their channels and tagged in providers to some of the posts which were shared across provider organisations.



Do you live in Stamford and the surrounding areas? We want to hear from you!

As we plan for the future, we want to understand what matters most to you about local health and care services. Share your thoughts and help us create services that work for everyone.

Take part in our survey here: [https://nhslincolnshire.qualtrics.com/jfe/form/SV\\_3UxilbDc3LsxTgy](https://nhslincolnshire.qualtrics.com/jfe/form/SV_3UxilbDc3LsxTgy)

Find out more: <https://lincolnshire.icb.nhs.uk/nhs-to-launch-engagement-exercise-on-health-and-wellbeing-services-in-stamford/>

## Promotion of engagement contd.

### Online survey distribution

The Communications and Engagement teams across the ICB and three providers trusts distributed the online survey link to a range of people outlined in the below table.

To enable us to provide more opportunities for the public staff and stakeholder to find out about the survey and have their say, we also asked partners and community organisations to share the survey link with their members, groups and wider communities. **The groups in the right box and on the following page received the distribution via NHS comms cascade or the ICB engagement bulletin/ primary care bulletin.**

| Audience                  | Distribution   |
|---------------------------|--|
| <b>Staff and internal</b> | LCHS (2,630 via staff bulletin)<br>ULHT (10,000 via staff intranet)<br>LPFT (shared via staff intranet)<br>NHS Lincolnshire ICB (420 via Team Talk News and staff Facebook)<br>GPs and Primary Care via the Primary care bulletin (approx. 650)<br>Stamford PPGs |

| Audience                          | Distribution  |
|-----------------------------------|---|
| <b>Voluntary Engagement Teams</b> | Age UK Lincoln and S Lincs<br>Age UK Lindsey<br>Alzheimer's UK<br>Active Lincolnshire<br>YMCA<br>Healthwatch<br>LIVES<br>Lincolnshire CVS<br>Every-one<br>Walnut Care<br>LACE Housing<br>Butterfly Hospice<br>Action for Children<br>South Kesteven Blind Society<br>Framework Housing<br>St Barnabas |

## Promotion of engagement contd.

The below groups received the distribution via NHS comms cascade or the engagement bulletin:

| Audience  | Distribution   |
|---|--|
| <b>Health Partners</b>  | Lincolnshire Resilience Forum  |
| <b>Community stakeholders including volunteer groups, support groups etc. via the engagement bulletin</b> | <p>LPFT involvement database— 430 (service uses, carers, staff, voluntary sector reps &amp; public supporters)</p> <p>Community, voluntary and support groups</p> <p>BAME communities</p> <p>LGBT Communities</p> <p>Carers</p> <p>Older people groups</p> <p>Young people groups</p> <p>Eastern European communities</p> <p>Disability groups (mental and physical)</p> |

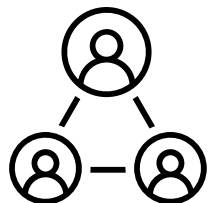
| Audience  | Distribution  |
|---|---|
| <b>District Councils inc. elected members and staff</b> | <p>City of Lincoln Council</p> <p>Boston Borough Council</p> <p>East Lindsey Council</p> <p>West Lindsey Council</p> <p>North Kesteven Council</p> <p>South Kesteven Council</p> <p>South Holland Council</p> |
| <b>Local Employers</b>                                  | <p>University of Lincoln</p> <p>Anglian Water</p> <p>The Environment Agency</p>   |
| <b>Public sector providers</b>                          | <p>Lincolnshire Police and Crime Commissioners</p> <p>Lincolnshire Police</p> <p>Lincolnshire Fire and Rescue</p>   |

## Respondent Profiling

| Where respondents live   | %   | Count      |
|--|-----|------------|
| I don't live in Stamford, and I don't use health services there              | 1%  | 8          |
| I live in the surrounding villages of Stamford and use health services there | 20% | 146        |
| I don't live in Stamford, but I do use the health services in Stamford       | 6%  | 42         |
| I live in Stamford   | 73% | 530        |
| <i>Answered</i>  |     | <b>726</b> |

| Health rating   | %   | Count      |
|-----------------|-----|------------|
| Very good       | 16% | 116        |
| Good            | 61% | 440        |
| Poor            | 16% | 114        |
| Very poor       | 7%  | 50         |
| Don't know      | 1%  | 6          |
| <i>Answered</i> |     | <b>726</b> |

| Long term conditions | %   | Count      |
|----------------------|-----|------------|
| Yes                  | 60% | 430        |
| No                   | 38% | 271        |
| Don't know           | 3%  | 20         |
| <i>Answered</i>      |     | <b>721</b> |



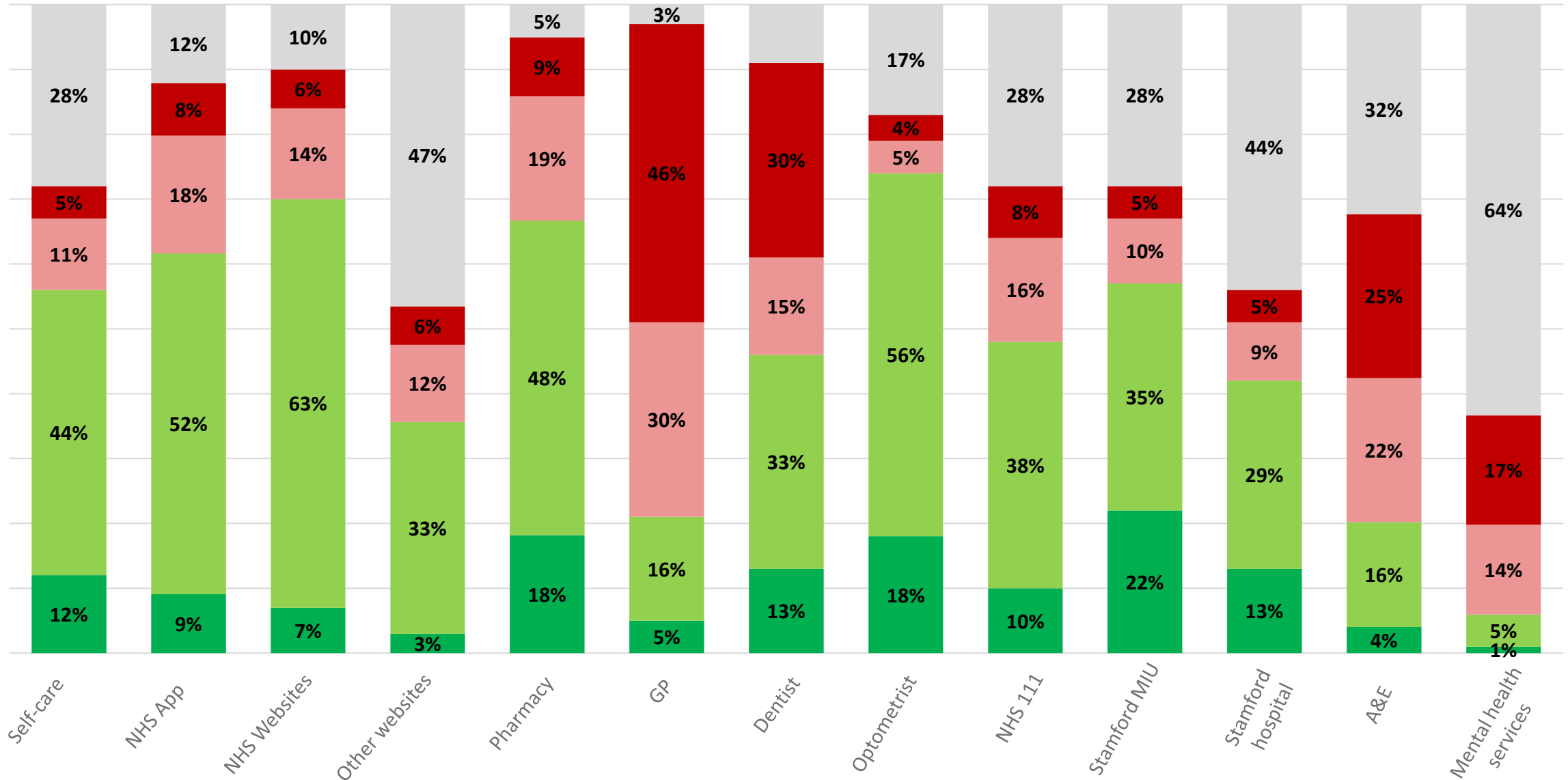
## Section 2

Health care needs now  
and in the future



# Respondent satisfaction with various services

■ Strongly agree   
 ■ Agree   
 ■ Disagree   
 ■ Strongly Disagree   
 ■ Don't know



## How many times respondents have used each service in the last 12 months

|                | 1-2 | 3-4 | 5-6 | 6+  | Not used/don't know |
|----------------|-----|-----|-----|-----|---------------------|
| Self-care      | 25% | 14% | 5%  | 11% | 45%                 |
| NHS App        | 23% | 20% | 11% | 32% | 15%                 |
| NHS websites   | 28% | 24% | 12% | 23% | 13%                 |
| Other websites | 17% | 11% | 7%  | 14% | 51%                 |
| Pharmacy       | 15% | 16% | 10% | 53% | 7%                  |
| GP             | 38% | 25% | 13% | 17% | 7%                  |
| Dentist        | 53% | 21% | 3%  | 2%  | 21%                 |
| Optometrist    | 65% | 8%  | 1%  | 1%  | 25%                 |
| NHS 111        | 39% | 15% | 5%  | 3%  | 39%                 |
| Stamford MIU   | 43% | 7%  | 1%  | 1%  | 47%                 |
| Stamford Hosp. | 30% | 11% | 2%  | 2%  | 55%                 |
| A&E            | 36% | 8%  | 2%  | 2%  | 53%                 |
| Mental Health  | 14% | 2%  | 0%  | 3%  | 80%                 |

**84% (585)** of 695 respondents find it **difficult** to access services.

The below table details the main services they find difficult to access and the reasons why.

| Services respondents find difficult to access and why |   |
|---|---|
| <b>GP</b>   | <ul style="list-style-type: none"> <li>• Challenges in booking appointments, especially for non-urgent issues.</li> <li>• Long wait times, difficulty in getting through, and issues with phone queues.</li> <li>• Problems with online booking systems, lack of available slots, and technical difficulties.</li> <li>• Unhelpful and sometimes rude interactions with reception staff.</li> </ul> |
| <b>Dentist</b>  | <ul style="list-style-type: none"> <li>• Lack of NHS dental services, long waiting lists, and high costs for private dental care.</li> </ul>  |
| <b>Mental health</b>                                  | <ul style="list-style-type: none"> <li>• Long waiting times for services, inadequate support, and reliance on online courses.</li> </ul>  |
| <b>Pharmacy</b>                                       | <ul style="list-style-type: none"> <li>• Busy and often out of stock of common medications.</li> </ul>  |
| <b>Hospital / A&amp;E</b>                             | <ul style="list-style-type: none"> <li>• Long waiting times and overcrowded facilities.</li> <li>• Extended waiting periods for consultant appointments and specialist services.</li> <li>• Challenges related to the location of services, requiring travel to access care.</li> </ul>   |

Just **under one half (47%, 322)** of respondent's access services outside of Lincolnshire. The key reasons for doing so include lack of local availability, long waiting times, quality of care and proximity of services. A **higher proportion** of respondents **with a disability** use services outside of Lincolnshire compared to those who don't have a disability.

| Services                      | Reasons for accessing these outside of Lincolnshire  |
|-------------------------------|--|
| <b>Hospitals</b>              | <ul style="list-style-type: none"> <li>Many respondents mentioned accessing services at Peterborough City Hospital, Addenbrookes Hospital, and Hinchingsbrooke Hospital for various treatments including A&amp;E, oncology, rheumatology, and maternity care.</li> </ul> |
| <b>GP services</b>            | <ul style="list-style-type: none"> <li>Some respondents use GP services in nearby areas like Empingham and Wansford due to dissatisfaction with local services.</li> </ul>   |
| <b>Specialist clinics</b>     | <ul style="list-style-type: none"> <li>Services such as neurology, orthopaedics, and cardiology are accessed at hospitals outside Lincolnshire due to the lack of local availability or long waiting times.</li> </ul>   |
| <b>Dental services</b>        | <ul style="list-style-type: none"> <li>A significant number of respondents travel to nearby areas like Peterborough, Rutland, and even as far as Hertfordshire to access NHS dental services due to the unavailability of local NHS dentists.</li> </ul>                 |
| <b>Mental health services</b> | <ul style="list-style-type: none"> <li>Respondents mentioned accessing private mental health services outside Lincolnshire due to long waiting lists and inadequate local support.</li> </ul>  |
| <b>Emergency services</b>     | <ul style="list-style-type: none"> <li>Many respondents use A&amp;E services at Peterborough City Hospital as it is the nearest facility offering emergency care.</li> </ul>   |
| <b>Pharmacy</b>               | <ul style="list-style-type: none"> <li>A few respondents mentioned using pharmacies outside Lincolnshire for better accessibility and availability of medications.</li> </ul>  |

# Aspects of health and care services in Stamford that respondents feel work well

## **Stamford Hospital**

Well-regarded for its services, including MIU, blood tests, X-rays, and outpatient clinics. The hospital is seen as a significant local asset that saves travel to larger hospitals.

## **GP services**

Positive feedback about the quality of care once patients get an appointment. Some respondents mentioned improvements in GP services over the past year.

## **Community and support services**

Support groups are mentioned as beneficial for various health conditions, providing motivation and support

## **Accessibility and convenience**

Some respondents find booking GP appointments easy, especially using online services. The NHS App is frequently mentioned as a useful tool for ordering prescriptions and checking results

## **Specialist services**

Positive experiences with physiotherapy services at Stamford Hospital. Private dental services are frequently mentioned as working well. Some respondents are satisfied with their NHS dental care, though availability is limited.

# Aspects of health and care services in Stamford that respondents feel **need improving**

## **GP Services**

The most frequently mentioned area needing improvement. Issues include difficulty in getting appointments, lack of face-to-face consultations, and poor communication. Many respondents suggest the need for additional GP surgeries to cater to the growing population and provide competition to the existing service provider.

## **NHS Dentists**

There is a significant demand for more NHS dental services. Many respondents report difficulty in accessing NHS dentists and having to resort to private dental care.

## **Mental health services**

Improved access to mental health support is needed, with shorter waiting times and better follow-up care.

## **Appointment booking**

The current system for booking GP appointments is widely criticized. Respondents suggest the need for a more efficient and user-friendly system, including the ability to book appointments in advance and reducing the reliance on the 8am scramble for slots.

## **Out of hours**

There is a demand for extended hours for the Minor Injuries Unit and the introduction of an Urgent Care Centre to provide more comprehensive out-of-hours care.

## **Support for vulnerable groups**

Better support for elderly, disabled, and digitally excluded individuals is needed to ensure they can access healthcare services effectively.

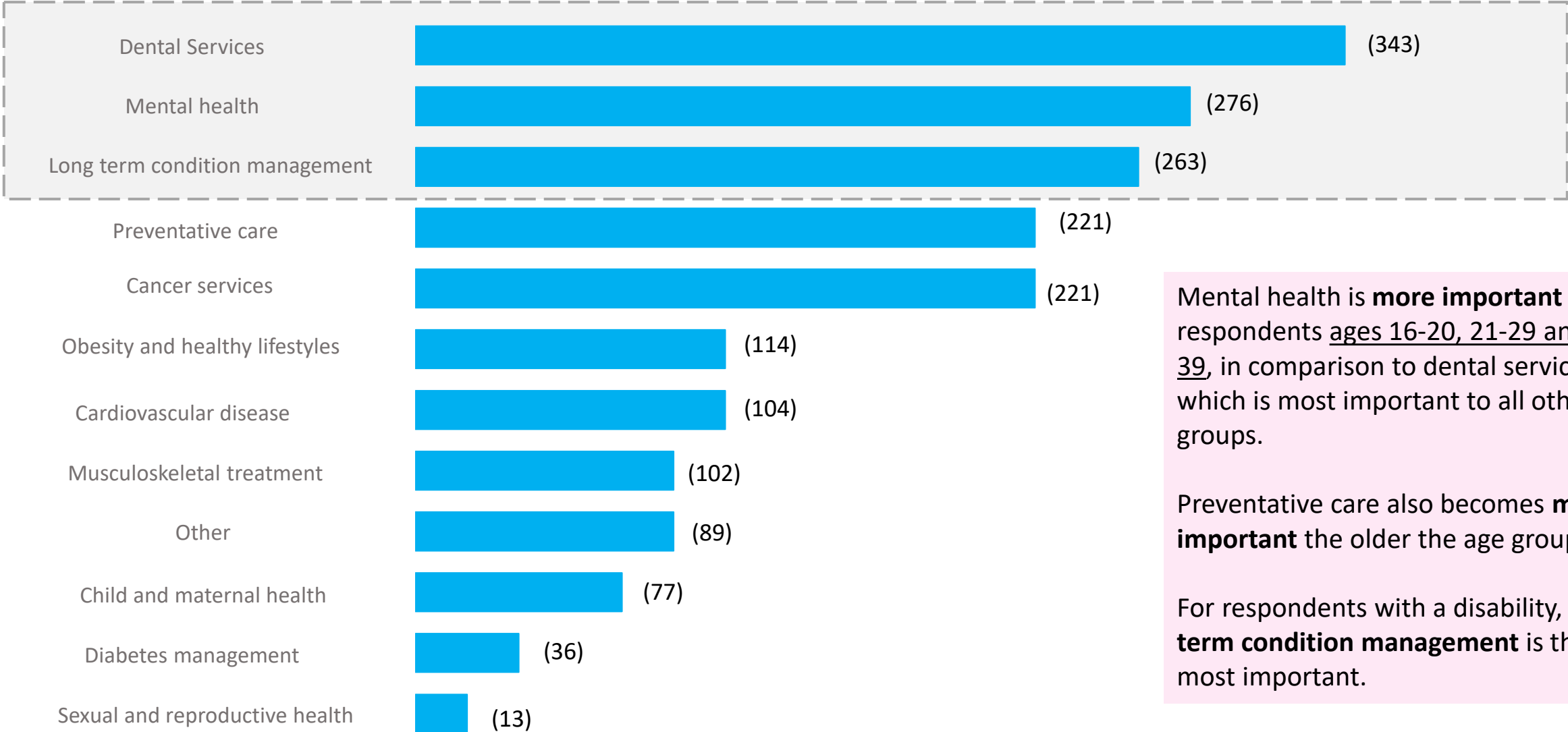
**65% of 678** respondents think that there are health and care services needed in their community **NOW** which are not currently provided. **8% (54) don't**, and **27% (182) don't know**.

| Theme                         | Feedback  |
|-------------------------------|---|
| <b>NHS dentists</b>           | <ul style="list-style-type: none"> <li>Many respondents highlighted the lack of NHS dental services, with some mentioning they haven't seen a dentist in years.</li> </ul>                          |
| <b>GP services</b>            | <ul style="list-style-type: none"> <li>There is a strong demand for more GP appointments, face-to-face consultations, and additional GP surgeries to accommodate the growing population.</li> </ul> |
| <b>Mental health services</b> | <ul style="list-style-type: none"> <li>Increased mental health support, including face-to-face consultations and services for children and teenagers, is a recurring theme.</li> </ul>              |
| <b>Walk-in clinics</b>        | <ul style="list-style-type: none"> <li>Several respondents expressed the need for walk-in clinics and urgent treatment centres that are accessible outside of regular GP hours.</li> </ul>          |
| <b>Specialist services</b>    | <ul style="list-style-type: none"> <li>There is a call for more specialized services such as CBT therapy for children, gynaecologists, and pain management clinics.</li> </ul>                      |
| <b>Accessibility</b>          | <ul style="list-style-type: none"> <li>Easier access to services like wheelchair support, blood tests, and minor injuries units is needed, especially for those without transport.</li> </ul>       |

**90% of 687** respondents think that there are health and care services needed in their community **IN THE FUTURE** which are not available now. **1% (9) don't**, and **9% (60) don't know**.

| Theme                            | Feedback  |
|----------------------------------|---|
| <b>GP services</b>               | <ul style="list-style-type: none"> <li>• There is a strong demand for additional GP surgeries and more GP appointments to accommodate the growing population.</li> </ul>          |
| <b>NHS dentists</b>              | <ul style="list-style-type: none"> <li>• Many respondents highlighted the need for more NHS dental services, as the current provision is already insufficient.</li> </ul>         |
| <b>Urgent and emergency care</b> | <ul style="list-style-type: none"> <li>• There is a call for an urgent care centre and a 24/7 A&amp;E department to handle emergencies locally.</li> </ul>                        |
| <b>Mental health services</b>    | <ul style="list-style-type: none"> <li>• Increased mental health support, including services for children and teenagers, is seen as essential.</li> </ul>                         |
| <b>Specialist services</b>       | <ul style="list-style-type: none"> <li>• There is a need for more specialized services such as maternity wards, gynaecologists, and pain management clinics.</li> </ul>           |
| <b>Community support</b>         | <ul style="list-style-type: none"> <li>• Enhanced support for carers, better coordination of health and social care, and services to combat loneliness were mentioned.</li> </ul> |

Dental services, mental health and management of long-term conditions are the **most important** health issues facing the Stamford community.



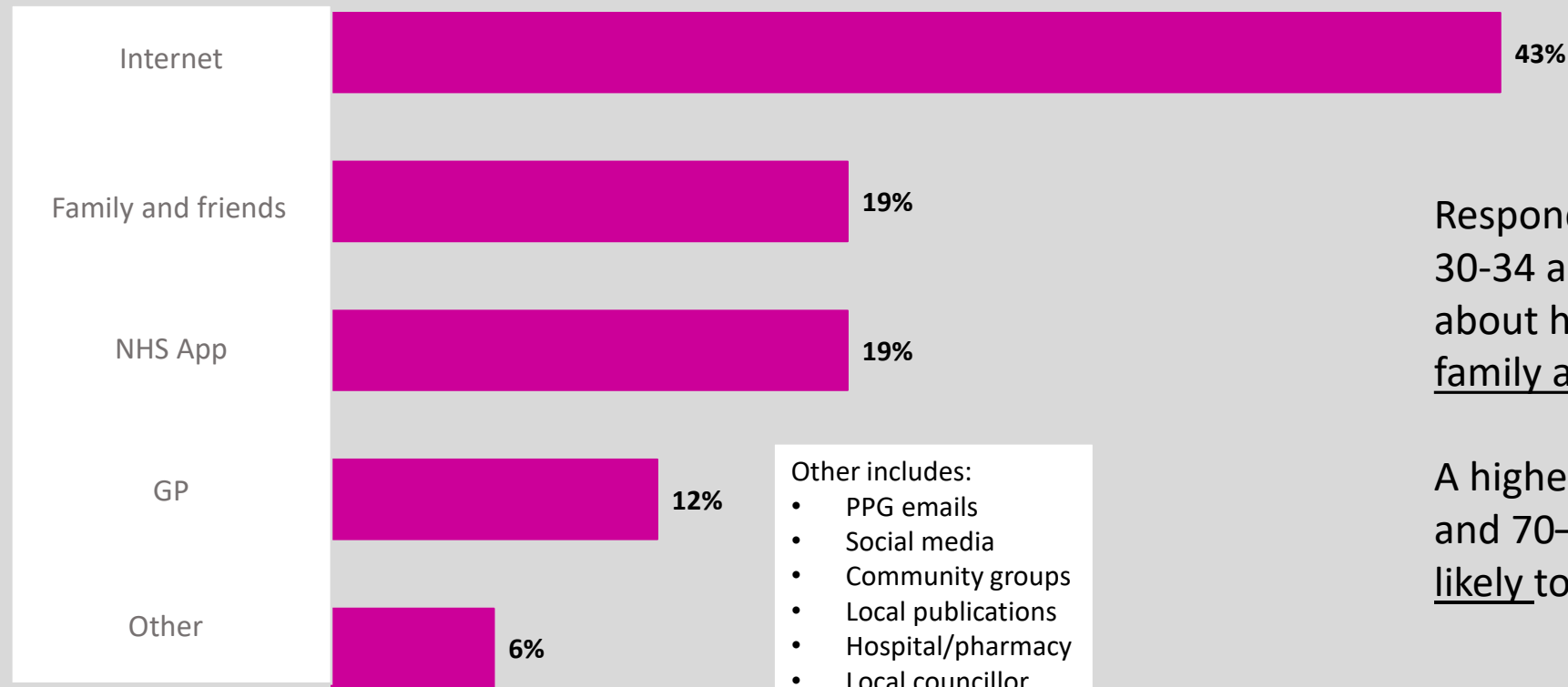
Mental health is **more important** for respondents ages 16-20, 21-29 and 35-39, in comparison to dental services which is most important to all other age groups.

Preventative care also becomes **more important** the older the age groups are.

For respondents with a disability, **long term condition management** is the most important.

**64% (459)** of respondents do not feel very well informed/informed at all about health and care services. **35% (246)** feel well informed/very well informed. A higher proportion of 30–34-year-olds feel **less informed** than the other age groups.

The below graph details how respondents usually find out about health and care services in Stamford.

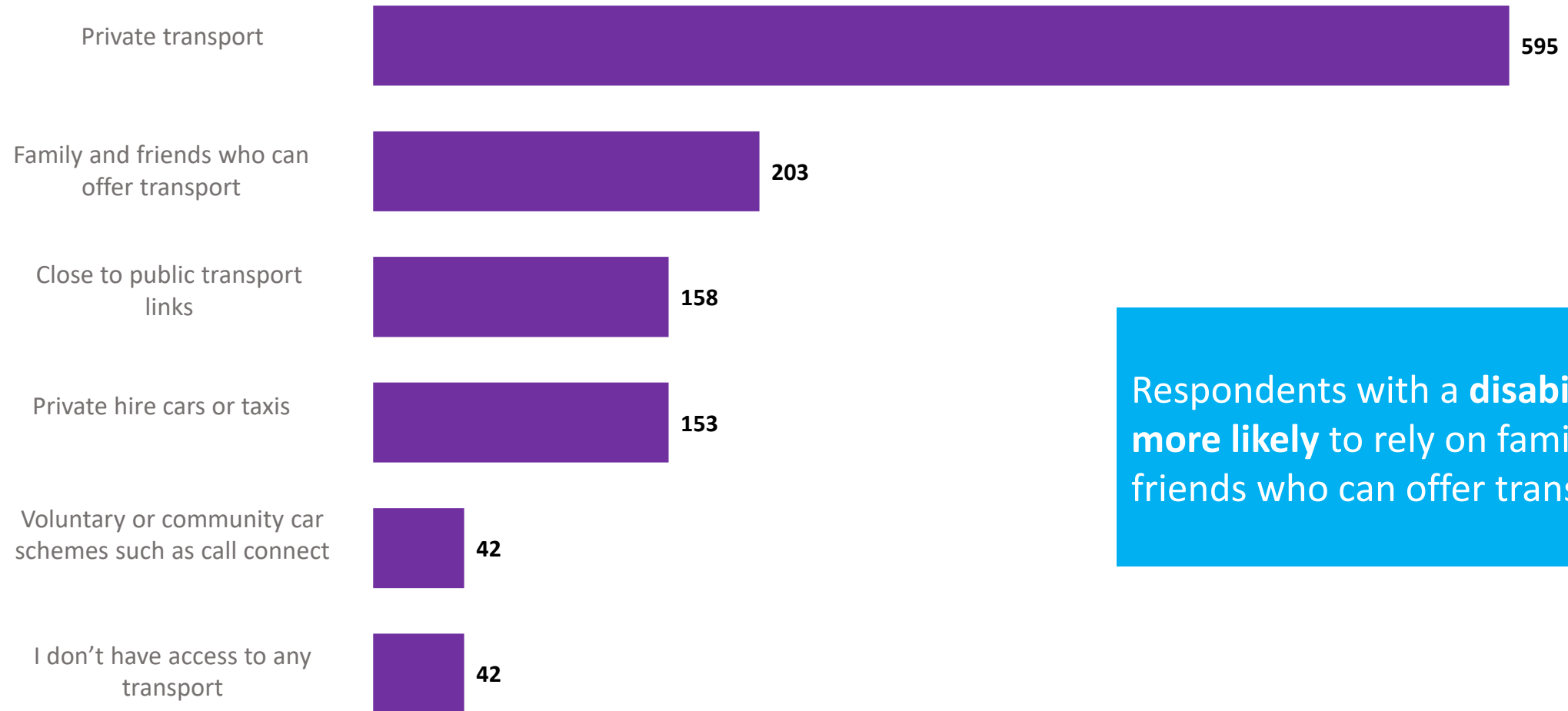


- Other includes:
- PPG emails
  - Social media
  - Community groups
  - Local publications
  - Hospital/pharmacy
  - Local councillor

Respondents aged 20-29 and 30-34 are more likely to find out about health services through family and friends.

A higher proportion of 55-59- and 70–79-year-olds are more likely to use the NHS App.

Of the **702** respondents who answered this question **595 (85%)** have access to private transport. **42 respondents (6%)** do not have access to any transport.



Respondents with a **disability** are **more likely** to rely on family and friends who can offer transport.

## Other comments and suggestions

Residents of Stamford have expressed significant concerns about the current state of health and care services. The main issues include difficulty accessing GP and NHS dental services and the need for better mental health support. There is a strong call for expanding healthcare infrastructure to meet the needs of the growing population, including more GP surgeries, a 24/7 A&E department, and better use of Stamford Hospital. Additionally, there is a need for improved support for the elderly and vulnerable, and better communication systems that do not rely solely on digital technology.

The below table details other comments and suggestions in relation to health and care services in Stamford:

| Theme                         | Feedback   |
|-------------------------------|--|
| <b>GP services</b>            | <ul style="list-style-type: none"> <li>• Difficulty in getting appointments, long waiting times, and the need for more GP surgeries.</li> <li>• Concerns about the quality of care, with many feeling that the service has deteriorated over the years.</li> </ul> |
| <b>NHS Dentist</b>            | <ul style="list-style-type: none"> <li>• Significant issues with accessing NHS dental services, with many residents unable to find an NHS dentist</li> </ul>   |
| <b>Mental health services</b> | <ul style="list-style-type: none"> <li>• A need for better mental health services, including more accessible and comprehensive support.</li> </ul>   |

## Other comments and suggestions contd.

| Theme                               | Feedback   |
|-------------------------------------|--|
| <b>Infrastructure and resources</b> | <ul style="list-style-type: none"><li>• The current infrastructure is seen as inadequate to support the growing population.</li><li>• Calls for more healthcare facilities, including a 24/7 A&amp;E department and better use of Stamford Hospital.</li></ul> |
| <b>Community and social care</b>    | <ul style="list-style-type: none"><li>• Enhanced support for the elderly and those with complex needs, including better coordination of health and social care services.</li></ul>   |
| <b>Communication and technology</b> | <ul style="list-style-type: none"><li>• Issues with the reliance on digital systems for appointments and communication, which can exclude older and less tech-savvy residents</li></ul>  |

# Section 3

## Community conversations

The engagement team carried out more detailed conversations with different communities in Stamford to gather feedback and experiences about their health and care services now and in the future.



# What services respondents feel **work well** in Stamford

The below table details the key themes and feedback heard, those detailed at the top are mentioned the most and those at the end, the least.

| What works well                       | Feedback  |
|---------------------------------------|---|
| <p><b>GP practices and nurses</b></p> | <ul style="list-style-type: none"> <li>• <b>Stamford GP Practice:</b> Patients are generally happy with the services, especially the nurses who are praised for their competence and care. Examples include a nurse who facilitated a doctor's consultation for back issues and another who managed to drain fluid from a patient's knee.</li> <li>• <b>Lakeside Practice:</b> Positive feedback on the quality of care once seen, with specific mentions of good experiences with the physiotherapist and handling of a child's eye issue. <i>"Happy with everything at the moment. Once you get in at the doctors, happy with the clinical care provided."</i></li> </ul> |
| <p><b>Hospitals</b></p>               | <ul style="list-style-type: none"> <li>• <b>Peterborough Hospital:</b> Noted for its excellent staff and quick service in A&amp;E, with a patient being in and out within 4 hours.</li> <li>• <b>Stamford Hospital:</b> Positive feedback for minor injuries service, blood tests, and local clinics, including COVID clinics. <i>"Stamford Hospital very good for bloods etc and you don't pay for parking."</i></li> </ul>  |
| <p><b>Specialist services</b></p>     | <ul style="list-style-type: none"> <li>• <b>Cancer Care:</b> High praise for cancer care at Peterborough and Royal Marsden hospitals, with specific mentions of excellent support groups and personalized care.</li> <li>• <b>Physiotherapy:</b> Positive experiences at Stamford Hospital for physiotherapy, highlighting good quality of care</li> </ul>  |

## What services respondents feel **work well** in Stamford contd.

The below table details the key themes and feedback heard, those detailed at the top are mentioned the most and those at the end, the least.

| What works well                              | Feedback   |
|--|--|
| <b>Pharmacies and prescriptions services</b> | <ul style="list-style-type: none"> <li>• <b>Stamford Pharmacy:</b> No trouble reported, with efficient service.</li> <li>• <b>Online Prescription Services:</b> The NHS App and GP practice online services work well for ordering prescriptions</li> <li>• <b>Home Delivery:</b> Some patients benefit from having prescriptions delivered to their home.</li> </ul>  |
| <b>Screening and preventative care</b>       | <ul style="list-style-type: none"> <li>• <b>Bowel Cancer Screening:</b> Works well, with patients receiving and undertaking tests.</li> <li>• <b>Breast Cancer Screening:</b> Detected through routine mammograms, leading to early intervention.</li> <li>• <b>Regular Health Checks:</b> Patients appreciate being sent information about health checks and having regular asthma checks.</li> </ul>   |
| <b>Technology and communication</b>          | <ul style="list-style-type: none"> <li>• <b>NHS App:</b> Used effectively for ordering prescriptions, checking results, and accessing medical records.</li> <li>• <b>Text Message Service:</b> Works well for communication with GP practices, including sending photos for remote diagnosis. <i>"The text message service works well at GP practice. Has received a call back in the past was unable to get to phone so then sent a text message."</i></li> </ul> |

# What respondents feel could be **improved** in Stamford

The below table details the key themes and feedback heard, those detailed at the top are mentioned the most and those at the end, the least.

| Theme  | Feedback  |
|--|---|
| <b>Access to GP services</b>                     | <ul style="list-style-type: none"> <li>• <b>Difficulty in Getting Appointments:</b> Many patients find it challenging to secure GP appointments, often needing to call multiple times or visit the practice in person.</li> <li>• <b>Telephone and Online System:</b> There are significant issues with the telephone and online systems, including long wait times and difficulties navigating new online consultation tools.</li> <li>• <b>Continuity of Care:</b> Patients express the need for continuity of care, preferring to see the same doctor consistently to avoid repeating their medical history</li> </ul> |
| <b>Dental services</b>                           | <ul style="list-style-type: none"> <li>• <b>Lack of Availability and High Cost:</b> There is a shortage of available NHS dentists in Stamford, leading to long waits and high costs for dental care.</li> </ul>   |
| <b>Transport and accessibility</b>               | <ul style="list-style-type: none"> <li>• <b>Challenges in Reaching Hospitals:</b> Patients face difficulties accessing hospitals, particularly Peterborough Hospital, due to inadequate transport links and long travel times.</li> </ul>   |
| <b>Support for elderly and non-digital users</b> | <ul style="list-style-type: none"> <li>• <b>Difficulty with Digital Services:</b> Elderly patients and those without access to digital technology struggle with online services and prefer receiving information in writing. <i>“I don’t use a computer and cannot do it over the phone, so I have to pay £10 each way in a taxi to order and then pick up prescription as they don’t allow you to order now over the telephone.”</i></li> </ul>  |

# What respondents feel could be **improved** in Stamford

The below table details the key themes and feedback heard, those detailed at the top are mentioned the most and those at the end, the least.

| Theme                              | Feedback   |
|------------------------------------|--|
| <b>Mental health services</b>      | <ul style="list-style-type: none"> <li>• <b>Lack of Support and Follow-up:</b> There is a noted lack of support and follow-up for mental health needs, with patients feeling unsupported since before the COVID-19 pandemic</li> </ul>   |
| <b>Pharmacy services</b>           | <ul style="list-style-type: none"> <li>• <b>Issues with Medication Availability:</b> Patients report problems with pharmacies not having all prescribed items available and difficulties obtaining necessary medications.</li> </ul>   |
| <b>Hospital services</b>           | <ul style="list-style-type: none"> <li>• <b>Concerns about Stamford Hospital:</b> There are concerns about the underutilization of Stamford Hospital and the need for more local services such as scanning and clinics.</li> </ul>   |
| <b>General healthcare concerns</b> | <ul style="list-style-type: none"> <li>• <b>Impact of Population Growth:</b> The increasing population in Stamford is putting additional strain on healthcare services, with concerns about the infrastructure's ability to cope.</li> <li>• <b>Staffing and Resources:</b> There is a need for more doctors and dentists to meet the growing demand for healthcare services.</li> </ul> |

# Section 4

## Equalities Monitoring



# Survey respondent demographics

| Sexual orientation      | %   | Count       |
|-------------------------|-----|-------------|
| Heterosexual            | 62% | 863         |
| Gay                     | 5%  | 14          |
| Lesbian                 | 5%  | 10          |
| Bisexual                | 14% | 22          |
| Prefer not to say       | 10% | 75          |
| Prefer to self-identify | 5%  | 20          |
| <i>Answered</i>         |     | <b>1004</b> |

| Physical disability or mental illness expected to last more than 12 months | %   | Count      |
|--|-----|------------|
| Yes  | 54% | 408        |
| No   | 44% | 335        |
| Prefer not to say  | 1%  | 11         |
| <i>Answered</i>  |     | <b>754</b> |

| Caring responsibilities | %   | Count       |
|-------------------------|-----|-------------|
| Yes                     | 30% | 298         |
| No                      | 70% | 706         |
| Prefer not to say       | 0%  | 0           |
| <i>Answered</i>         |     | <b>1004</b> |

| Gender            | %   | Count       |
|-------------------|-----|-------------|
| Male              | 32% | 338         |
| Female            | 66% | 694         |
| Intersex          | 0%  | 0           |
| Non-binary        | 0%  | 1           |
| Prefer not to say | 2%  | 18          |
| <i>Answered</i>   |     | <b>1051</b> |

| Gender reassignment | %   | Count      |
|---------------------|-----|------------|
| Yes                 | 1%  | 4          |
| No                  | 98% | 559        |
| Prefer not to say   | 1%  | 6          |
| <i>Answered</i>     |     | <b>569</b> |

# Survey respondent demographics

| Age               | %   | Count       |
|-------------------|-----|-------------|
| 16-20             | 0%  | 2           |
| 21-29             | 1%  | 11          |
| 30-39             | 5%  | 50          |
| 40-49             | 8%  | 85          |
| 50-59             | 17% | 180         |
| 60-69             | 31% | 328         |
| 70-79             | 29% | 301         |
| 80-89             | 7%  | 73          |
| 90+               | 1%  | 6           |
| Prefer not to say | 1%  | 6           |
| <i>Answered</i>   |     | <b>1042</b> |

| Ethnicity                  | Responses |             |
|----------------------------|-----------|-------------|
| Bangladeshi                | 0%        | 0           |
| Indian                     | 1%        | 5           |
| Pakistani                  | 0%        | 0           |
| Any Other Asian Background | 0%        | 0           |
| African                    | 0%        | 0           |
| Caribbean                  | 0%        | 0           |
| Any Other Black Background | 0%        | 0           |
| White and Asian            | 0%        | 3           |
| White and Black African    | 0%        | 2           |
| White and Black Caribbean  | 0%        | 3           |
| Any Other Mixed Background | 0%        | 0           |
| White British              | 93%       | 980         |
| White Irish                | 1%        | 6           |
| Any Other White Background | 3%        | 27          |
| Chinese                    | 0%        | 1           |
| Gypsies/Travellers/Roma    | 0%        | 4           |
| Any Other Ethnic Group     | 0%        | 1           |
| Rather not say             | 2%        | 26          |
| <i>Answered</i>            |           | <b>1058</b> |

| Religion           | %   | Count |
|--------------------|-----|-------|
| Christianity       | 60% | 599   |
| No Religion        | 17% | 166   |
| Atheist            | 13% | 129   |
| Buddhist           | 0%  | 1     |
| Jewish             | 0%  | 1     |
| Any other religion | 2%  | 24    |
| Prefer not to say  | 8%  | 81    |
| <i>Answered</i>    |     |       |

| Pregnancy         | %   | Count      |
|-------------------|-----|------------|
| Yes               | 1%  | 4          |
| No                | 98% | 585        |
| Prefer not to say | 1%  | 3          |
| <i>Answered</i>   |     | <b>592</b> |

# Survey respondent demographics..

| Health inequality information                                      | %          | Count      |
|--|------------|------------|
| Have served in the UK's regular or reserved armed force            | <b>66%</b> | <b>103</b> |
| Currently working in the Farming/ agricultural industry            | <b>5%</b>  | <b>7</b>   |
| Have worked in the Farming/ agricultural industry                  | <b>17%</b> | <b>27</b>  |
| Currently homeless   | <b>0%</b>  | <b>0</b>   |
| Have experience of being homeless                                  | <b>7%</b>  | <b>11</b>  |
| Currently serving in UK's armed forces                             | <b>2%</b>  | <b>3</b>   |
| Refugee, immigrant or asylum seeker                                | <b>1%</b>  | <b>2</b>   |
| Previous experience of being a refugee, immigrant or asylum seeker | <b>1%</b>  | <b>2</b>   |
| <i>Answered</i>  |            | <b>155</b> |

| Employment status                     | %          | Count      |
|---------------------------------------|------------|------------|
| Employed full time                    | <b>20%</b> | <b>213</b> |
| Employed part time                    | <b>10%</b> | <b>108</b> |
| Homemaker                             | <b>2%</b>  | <b>16</b>  |
| Not employed and looking for work     | <b>0%</b>  | <b>5</b>   |
| Not employed and not looking for work | <b>3%</b>  | <b>29</b>  |
| Retired                               | <b>56%</b> | <b>592</b> |
| Self employed                         | <b>5%</b>  | <b>48</b>  |
| Student                               | <b>0%</b>  | <b>4</b>   |
| Prefer not to say                     | <b>1%</b>  | <b>15</b>  |
| Other                                 | <b>2%</b>  | <b>18</b>  |
| <i>Answered</i>                       |            | <b>569</b> |