

## South Yorkshire Integrated Care System



### **Developing NHS South Yorkshire's Integrated Care Strategy: the patient and public perspective**

*Engagement findings*

**December 2022**



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# 1 Introduction

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## 1.1 Background

The Integrated Care Partnership in South Yorkshire (ICP) is in the process of developing its inaugural Integrated Care Strategy for South Yorkshire. The ICP wants to make sure that its ambitions and priorities for health and care in South Yorkshire are informed by the views of patients and the public.

An analysis of existing insight of patient experience and engagement carried out by ICP partners in recent years has been undertaken to inform the framework of the Integrated Care Strategy.

The ICP is now carrying out engagement with patients and the wider public to ensure that current needs are being reflected in the new Integrated Care Strategy. People have been invited to tell the ICP **'What matters to you about your health and wellbeing?'**

People have been encouraged to share their views online or in whatever format they wish. They have also been encouraged to comment on any aspect of health and wellbeing that is important to them.

The engagement started on 2 November and closed on 11 December 2022. This report summarises key themes raised during this process.

## 1.2 Who has taken part in the engagement

An online survey asking for responses was circulated widely to reach as many South Yorkshire citizens as possible by free digital means. The survey was promoted on NHS South Yorkshire's social media accounts, to the 1,200 ICB membership network; and by asking all of its partners from the NHS trusts, Healthwatch, VCSE umbrella organisations, local authorities, elected members and the South Yorkshire Combined Mayoral Authority to share it on all of their networks.

Healthwatch also ran two Zoom focus group sessions with harder to reach audiences. Social media advertising targeted at the harder to reach groups and communities was also used including advertising in community languages.

The NHS South Yorkshire ICS has committed to continued targeted engagement to ensure they hear from those who were not able to participate in the engagement due to the timescales of this work.

Through this process over 500 people gave their feedback in the following forms:

- 466 responses by individuals
- Attending focus groups or providing feedback through surveys on behalf of the following organisations:
  - Barnsley College, Dark Nights
  - Barnsley Parent Carer Forum
  - Barnsley Youth Council
  - Beacon Coffee Morning (Carers)
  - Breathing Space Rotherham
  - Chilypep
  - Citizens Advice Event, Barnsley Library
  - Doncaster District Deaf Society, Happy Hands
  - Doncaster Health Ambassadors
  - Healthwatch South Yorkshire
  - KickBack Recovery
  - Newlife
  - Roshni Asian Sheffield Women's Group
  - Rotherham Ethnic Minority Alliance
  - Safeguarding Event, Barnsley Market
  - Salvation Army Goldthorpe Foodbank
  - Sheffield Mansel Primary School
  - South Yorkshire Stroke Survivor and Carer Panel
  - Speakup for Autism
  - SY Military Veterans support
  - TransBarnsley
  - Umbrella Winter Wellbeing

Some of the key demographics of the respondents / participants are shown in Appendix 1.

### **1.3 Understanding the responses**

An open question has been posed so for these free text responses a qualitative data analysis approach is being used. All text comments have been coded thematically to organise the data for systematic analysis in the final report.

Any differences in attitudes between different groups of people eg people of a certain age, ethnicity, gender or location are highlighted if they exist.

Verbatim comments from survey responses are included in Appendix 2.

## 2 'What matters to you about your health and wellbeing?' - key themes

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In response to the question 'What matters to you about your health and wellbeing' there are some frequently mentioned themes. These are summarised below.



For the purpose of analysis these have been categorised as:

- Access to care
- Quality of care
- Improving mental health and wellbeing
- Support to live well
- Affordability and other wider determinants of health
- Accountability

These are described in more detail below.

### *Access to care*

Access to care was by far the most frequently raised topic in the survey and qualitative conversations. In the survey, over half of the respondents mentioned it in some way.

The need to have good access to GP services was most often mentioned in this context. The difficulties in getting an appointment, and even 'having a human answer the phone' as well as the 'service' provided by GP practice staff was frustrating for many. The challenge in getting follow-up appointments was also mentioned as an issue. It was recognised that if access to GP services was offered in the right way then there would be fewer people using accident and emergency services.

Other access issues included accessing care in a timely manner. This covered access to advice as well as access to services themselves. Being reassured that an ambulance would arrive quickly was also raised as an issue.

Equal access to care was also mentioned – getting rid of the “postcode lottery”, making sure that affordable care was offered – particularly residential care; and access to care that did not involve expensive forms of travel (eg taxis, expensive parking, several public transport journeys, etc).

Access to support for carers – especially young carers – was also identified as a need.

The physical accessibility of care was highlighted by several participants, with inconvenient locations, difficulties with transportation and mobility issues all limiting the ability of patients to access treatment.

Where those taking the survey indicated that they had a disability, they were asked if this affected their ability to access services, with capacity issues again being raised and mobility impairment presenting itself as the leading challenge caused by disability. However, other barriers also existed, with both neurodiversity and mental health conditions affecting both people's willingness and ability to seek healthcare when needed. In addition, for some there were communication problems stemming from speaking, hearing and memory issues.

Other forms of care outside of the NHS's direct control were also mentioned, with concerns around accessing social care for themselves or a loved one.

### *Quality of care*

The quality of care received was also considered by many as a priority.

Many of these comments were a general desire to know that they would receive a good standard of treatment when needed, but several issues did repeatedly appear amongst responses.

The first of these was a desire for effective continuity of care, with patients wishing to receive care from the same professional as they would be more familiar with their case and that any hand over between services should be seamless. Some felt that this would allow them to have more trust and confidence in the wider NHS system.

The second major issue was around communication. This was expressed both in terms of frequency but also in terms of quality of communication: some patients felt that there were inadequate attempts to explain their condition to them or to keep them in the loop around ongoing treatment. Others felt that they were not being listened to by healthcare professionals.

People also felt that there should be better co-ordination between services – both within primary care (especially between community services) and between primary and secondary care. The anxiety caused by delays in referrals impacted on people's wellbeing at a time when they are already feeling vulnerable.

Having a better experience in hospitals was also raised. This included having better access to and communications from medical staff.

### ***Improving mental health and wellbeing***

There was a recognition that anxiety and depression were conditions that were increasing both for individuals and members of their families. The need for better support to manage this but also to help prevent these conditions in the first place -for example, by recognising that work-life balance was important both by individuals and employers, was frequently mentioned. Support also included advice on living well so that people would 'feel good about themselves'.

There were perceptions of a lack of mental health support being currently available within the system and a belief that parity of esteem between mental health and physical health conditions was not yet the case. Participants wanted to be treated with equality and respect, with the right treatment for their individual circumstances and they wanted to be listened to.

### ***Support to live well***



There was a desire from many people to live healthy and healthier lives. They recognised that being active and eating more healthily was key to this and subsequently many of the comments focused on more support to achieve these goals.

Some of the preventative measures that people wanted support with was advice on maintaining a healthier lifestyle and to improve or preserve good mental health. In the qualitative conversations, more affordable and practical support for those with long-term conditions and their carers was also frequently mentioned.

In addition to the preventative measures, there were also a number of comments asking for advice and guidance on recognising the signs and symptoms of long-term conditions including cancer and more increasingly dementia.

Maintaining a good work-life balance was also identified by a number of participants including those working within NHS settings. Educating employers about the benefits of this was identified as a need.

Having affordable access to local opportunities to stay healthy (eg fitness classes; weight management advice, transport to get to places offering medical, clinical and wellbeing support, etc) was also felt to be important and to lead to the increased likelihood of people living well rather than developing long-term conditions such as diabetes, cardiovascular illnesses, etc.

### ***Affordability and other wider determinants of health***

There was a recognition that issues outside of the healthcare system had an impact on people's health and well-being. The biggest factor raised was the cost of "living well"- preventative action eg accessing the gym or eating healthier foods was seen as being expensive. Some people also recognised that travel and transport was now more expensive and had an impact on accessing care.

Other factors that were recognised to impact negatively on health included poor air quality; bad housing conditions; low-paid manual jobs; crime and antisocial behaviour, and loneliness.

Some of the beneficial wider determinants of health included access to outdoor spaces and decent public amenities; living in pleasant neighbourhoods; maintaining a good work-life balance and participating within the wider community.

### *Accountability*

A number of specific individual cases and issues were raised – particularly in reference to complaints regarding misdiagnosis but there were a number of comments relating to accountability in different forms including:

- involving patients in decisions relating to their own personal care
- involving patients and public in decisions that affect the way that the NHS provides care
- the importance of having strong systems of governance with a role for patients and public scrutinising local decisions.

## Appendix 1: Profile of participants

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In addition to the two substantive questions contained within the survey, respondents were asked a series of questions around their identify, where they lived and the how they were made aware of the survey. These were optional so not everybody provided their details.

Demographic details only (rather than questions relating to the survey) were also captured during some of the qualitative events and are included.

These questions were designed to ensure that no group of residents was missed during the course of the engagement work. Results were monitored continuously throughout the process, with measures put in place to increase response rates or use other forms of engagement to reach under-indexed groups where required.

### Where did you hear about our survey?

	%
Social media	25%
Newsletter/ e-bulletin I received	15%
At an event	8%
Email	34%
Through work	20%
Other	6%
At a meeting	1%
<b>Total</b>	<b>100%</b>

#### *Other*

Respondents who selected 'other' were asked to provide further details over how they had learned about the survey, with six respondents stating that it was through another organisation, three via friends and family, and one from an email.

### If you heard about our survey through an organisation/ charity/ group workplace etc please could you tell us their name?

	%
NHS South Yorkshire ICB	16%
Healthwatch Barnsley	10%
Barnsley Council	8%
Doncaster Council	8%
People Focused Group	7%
Rotherham Doncaster & South Humber NHS Foundation Trust	5%
South Yorkshire's Community Foundation	5%
Hatfield Health Centre	3%

South West Yorkshire Partnership NHS Foundation Trust	3%
Non-organisation	3%
STARS - Sheffield Adopters	3%
Chilypep	2%
NHS	2%
Sheffield Children's NHS Foundation Trust	2%
Other	22%
<b>Total</b>	<b>100%</b>

While participants were asked to provide their answers as free-text, for ease of understanding responses have been grouped into the leading referral organisations. Where an organisation received only one or two mentions they have been grouped together under the label 'Other'.

### **In which of these council areas do you live?**

	<b>%</b>
Barnsley	25%
Doncaster	30%
Rotherham	15%
Sheffield	26%
Other	5%
<b>Total</b>	<b>100%</b>

#### *Other*

Where survey-takers selected 'Other' they were asked to provide further details, with five indicating locations in West Yorkshire, four Bassetlaw, four Derbyshire, and one North Lincolnshire. Another response stated they worked within the area of the ICB.

### **'(If you are) What medical condition(s) are you currently receiving treatment for?**

	<b>%</b>
Audiology	2%
Autoimmune	8%
Cardiology	20%
Dentistry	1%
Dermatology	4%
Endocrinology	18%
Gastroenterology	7%
Genetics	1%
Gynaecology	12%
Hematology	3%
Hepatology	1%
Hypersensitivity	3%
Lipidology	5%
Mental Health	25%
Musculoskeletal	16%
Neurodiversity	3%

Neurology	14%
Obesity	1%
Oncology	7%
Ophthalmology	3%
Post-operative Care	1%
Pulmonology	18%
Urology	4%
<b>Total</b>	<b>100%</b>

Those taking the survey were given the opportunity to describe their conditions in their own words, which have been categories into the specialisms above.

### What age are you?

	%
0-15	2%
16-24	8%
25-34	13%
35-44	19%
45-54	20%
55-64	21%
65-74	11%
75-84	5%
85+	1%
Prefer not to say	1%
<b>Total</b>	<b>100%</b>

### What is your gender?

	%
Male	26%
Female	72%
Non-binary	1%
Prefer not to say	1%
<b>Total</b>	<b>100%</b>

### Have you gone through any part of a process, to bring your physical sex appearance, and/or your gender role, more in line with your gender identity?

	%
Yes	1%
No	97%
Prefer not to say	2%
<b>Total</b>	<b>100%</b>

**Have you had thoughts about going through a process to bring your physical sex appearance, and/or your gender role, more in line with your gender identity?**

	%
Yes	1%
No	96%
Prefer not to say	2%
<b>Total</b>	<b>100%</b>

**Which of the following best describes your sexual orientation?**

	%
Heterosexual / straight	86%
Gay	2%
Lesbian	1%
Bisexual	5%
Other	2%
Prefer not to say	5%
<b>Total</b>	<b>100%</b>

**What is your ethnic group?**

NB: in our insight work, people are invited to self-describe their ethnicity rather than tick a pre-described box, which leads to a large variation in descriptors. This table summarises these comments.

	%
Black	1%
British – no reference to heritage	4%
Indian	0%
Middle Eastern	1%
Mixed	1%
Pakistani	4%
South Asian	2%
White or White British	86%
Gypsy, Roma, Traveller community	0%
Prefer not to say	1%
<b>Total</b>	<b>100%</b>

Other people who took part in our insight identify as follows: Middle-Eastern-Asian-British; Albanian; Moroccan; Sudanese; Catholic; Black-Caribbean; White Anglo-Saxon; Caucasian; White-mixed; Indian; Mixed-black-Caribbean-white; Black; White-Arab; Scottish; White-

Yorkshire; British-Irish; Mixed; Black-African; Yemeni; British-Pakistani; Roma; Gypsy; Kurdish; White-Irish; Asian; Roma-Gypsy; Middle-Eastern; Yorkshire; English; White-European.

### How would you describe your national identity?

	%
English	61%
Welsh	1%
Scottish	2%
Irish	1%
British	32%
Prefer not to say	2%
Other	2%
<b>Total</b>	<b>100%</b>

#### *Other*

Those who answered 'Other' were asked to provide further details, two of the answers provided did not relate to nationality, with the other responses being European, Nigerian, Portuguese, and Romanian.

### Are you a UK Citizen?

	%
Yes	98%
No	1%
Prefer not to say	1%
<b>Total</b>	<b>100%</b>

### If you are a national of another country are you any of the following?

	%
An EU National	2%
A refugee	2%
An asylum seeker	1%
A student	0%
N/A	91%
Prefer not to say	5%
Other	0%
<b>Total</b>	<b>100%</b>

### Do you have a religion?

	%
Christian	45%
Christian - Roman Catholic	5%
Hindu	1%
Buddhist	0%
Jewish	0%
Muslim	1%

Sikh	0%
No religion	39%
Prefer not to say	8%
Other	2%
<b>Total</b>	<b>100%</b>

### *Other*

All five participants who selected 'Other' gave further details with two self-describing as pagans and individual responses of Atheist, Spiritualist, and Wiccan.

### **Do you consider yourself to have a disability?**

	%
Yes	29%
No	69%
Prefer not to say	2%
<b>Total</b>	<b>100%</b>

### **What is the nature of your disability?**

	%
Deafness or severe hearing impairment	18%
Blindness or severe visual impairment	0%
Condition which severely limits physical activity for example climbing the stairs, walking	56%
Learning disability	5%
Longstanding psychological or mental health condition	37%
Other	22%
<b>Total</b>	<b>100%</b>

### *Other*

Seven respondents who selected 'Other' indicated a neurodiversity, three joint disorders, three sleep disorders and there were individual responses of brain injury, diabetes, hearing loss, a long-term condition, long-term pain disorder, obesity and osteoporosis.

### **Are you currently pregnant or expecting a baby?**

	%
Yes	1%
No	98%
Prefer not to say	1%
<b>Total</b>	<b>100%</b>

### **Do you have any children?**

	%
Yes	67%



No	31%
Prefer not to say	2%
<b>Total</b>	<b>100%</b>

### What is your marital status?

	%
Single	16%
Co-habiting	10%
Married	56%
Divorced / Separated	9%
Widowed	5%
Prefer not to say	4%
<b>Total</b>	<b>100%</b>

### Do you have caring responsibilities?

	%
Yes	30%
No	67%
Prefer not to say	3%
<b>Total</b>	<b>100%</b>

### Are you serving military personnel or a military veteran?

	%
Yes - serving military	0%
Yes - veteran	4%
No	93%
Prefer not to say	2%
<b>Total</b>	<b>100%</b>

### Are you currently in employment?

	%
Yes - self employed / part-time / full employment	63%
Not currently employed / Retired	33%
Student	1%
Prefer not to say	3%
<b>Total</b>	<b>100%</b>

## Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?

This section of the reports presents the full responses of residents of the substantive questions 'Please tell us what matters to you about your health and wellbeing?' The order of responses has been randomised, with new numbers being assigned for ease of reference. Personal identifiers have been removed

Ref No.	Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?
1	<p>Keeping Warm</p> <p>Face to Face appointments</p> <p>Make an appointment in advance because it is not fair when people abuse the system</p>
2	Fitness and being able to do things
3	<p>Being` listened to and feeling listened to</p> <p>Compassion, care and respect from professionals</p> <p>Seeing me as a fellow person, not in a hierarchy of 'you' and 'us' and professionals not being robotic and scripted</p> <p>Seeing people as individuals with individual needs, nothing everything works for everyone u</p> <p>Recognising holistic health and wellbeing: physical, emotional, mental, financial, social, work etc and seeing the whole person</p>
4	<p>Being able to see a GP in a timely manner. Being able to seek treatment in A&amp;E without waiting hours &amp; hours because there are so many people using the service because they can't get in to see a GP</p>
5	<p>Mobility</p> <p>Being able to look after grandchildren &amp; parents</p> <p>Access to medical help when I need it</p>
6	Locality.
7	Accessible GP appointments. Activity opportunities. Better hospital experience. Time to de-stress
8	Better provision/management of fitness facilities particularly for me a swimming pool. This would be followed by accessible health care.
9	<p>Access to health care : the ability to manage my own health with support from health care professionals. A walk in service or over the phone, that doesn't require an appointment would be useful.</p> <p>Social activities: the library use to have courses and workshops run by adult education that focused on learning, and while the well being aspect was invaluable, changing the focus to this meant they were not as stimulating or beneficial in developing skills.</p> <p>Exercise: access to the countryside, walking and classes. the classes of course are great for social interactions too.</p>
10	Having a hospital nearby that has an A & E and somewhere my parents can go if they are poorly.
11	That I am listened to and respected by health professionals. That I have timely access to referrals and investigations into secondary care when needed. General Practice is in crisis. Getting an appointment is difficult.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 12** Womens health  
Mental health
- 13** Keeping healthy. Getting a gp appointment if needed. Meeting new people.
- 14**  
Getting a GP appointment is key to avoid people turning up at a&e. I'd like to see primary care open 7 days a week and not just a tick box opening service for telephone or blood / screening appointments. 7 day a week service will s needed and face to face appointments
- 15** Feel listened to respected and valued not being treated like a alien or a problem
- 16** Good access to services. Primary care.
- 17** To be healthy and happy
- 18** To be able to contact GP's more quickly than at present.
- 19** Mental Health & WellbeingTackling inequalities in health and wellbeing so everyone has the same opportunities to live a healthy and happy life.Better access to healthcare appointments such as GP's
- 20** Being able to see a doctor when needed and the support you need with pain management etc to manage your condition.
- 21**  
Much more needs to be done about hospital car parking. People are having to travel long distances by bus and rail because there is no easy parking available. This is a problem for frail and sick people when bus and rail are increasingly unreliable. The stress caused, trying to get to hospitals, on time and home again, after a procedure is enormous.
- 22** Being able to access good quality care when it is needed; that all sectors of the community feel they can do the same.
- 23** Clean air  
Not having to beg for things like P.V.P and benefits  
Easier access to medical help and support
- 24** Its my top priority, taking care of myself, positive outcomes, meaning all is well.
- 25** clean and safe places to live, with good schooling and community resources including shops, libraries, GP and dental services that are open to accommodate people who work 8-6pm Monday to Friday. We also need open spaces, parks and recreations to enable sport, walking and other outdoor pursuits to be enjoyed by people with little or no disposable income for gym memberships.
- 26** Access to the healthcare system - being able to contact a GP and get an appointment to see someone.  
Preventative work - proactive health monitoring - rather than firefighting when it becomes critical - regular prostate checks, bowel cancer checks before the 60+ check, skin checks, cervical smear tests earlier, mammograms earlier than 50, etc.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**27** Being able to get priority appointments with dentists and GP's early morning, evening and weekends. I have seen people who don't work i.e pensioners in early appointments when it is often difficult for working people to come out of work, losing pay or having to make up the hours if they do.  
Full services being resumed in GP's and dentists for such as ear syringing and scale and polish - I am not the only one who can't get either and have had to pay privately for ear syringing.  
It would be good to see free nutrition and recipes available to all. Many people having gained a few pounds over covid would like to do something about it but can't afford to join expensive groups like WW, SW, and gyms.

**28** Access to GP when needed, not when is convenient for them. People being proactive rather than reactive as its often more expensive in money and time and has possible repercussions with family and mental health if things are left too late.

**29** joined conversation with #6; people known to each other via Breathing space gym Keep going – keep as healthy as I can, condition permitting Aches and pains are different all the time I come to the gym at Breathing space and swim 3 x a week, 25 lengths; set myself targets and try to get a few seconds faster, coming to the gym here (BS) has helped, I've improved. I am frightened – not being able to get up if I have to get down on the floor for something. I struggle with socks and shoes; it would be good to try things; I got the gadget to help put socks on but its useless. I don't want to ask for help, staying independent is vital

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**30** I want my family, and our whole community, to be thriving as opposed to barely surviving. What I'd like to see is that as a community we all have access to the services we need, when we need them, whether that be routine or in an emergency/crisis. I want the people working within those services to be fairly paid, to have the resources to do their job well and make the difference they know they can and to be valued, respected and supported by both the government and the community they are serving. I want everyone to have access to the health and social care they need, when they need it. You shouldn't have to be able to pay for help and support to be able to get it when you need it and having less money shouldn't mean having to wait longer. You shouldn't have to be at total crisis/breaking point before someone is willing to listen. I want people to feel welcome and safe in our community. I want housing to be available and comfortable, not just "adequate". I want not to worry every time my teenage son leaves the house that he is going to be a victim of knife crime. I want people to be supported in finding fairly-paid jobs, being able to work and have pride in being able to contribute. I want us to support those people who can't work and make sure that they still feel valued and that they are a valuable member of our community who makes a very real contribution. I want to live in a community where we support each other. I want people to be able to afford to eat, and eat well. I don't want Food Banks to need to exist. My biggest concerns right now are around our collective mental health and wellbeing as opposed to physical health and wellbeing. So many people I know are really struggling mentally for the first time, it all feels relentless and bleak and that it just isn't going to get better. And it feels that no one cares that it isn't going to get better or believes that we actually deserve better. There feels to be so little good news - the cost of living, wider financial stresses, entering recession, rising unemployment, instability and lack of confidence/trust in government, the war in Ukraine, climate change, potential industrial action within the NHS and other key services, constant messaging re the lack of access/availability to key healthcare services, ongoing concern about the impact of COVID again in the future - all of this takes a huge toll on our collective mental health and wellbeing. I worry that people can only take so much and that collectively we have reached our limit, it's frightening. I worry for our children and the impact of all this on them, as the adults we want to soak up as much of this stress/anxiety as possible but it is naive to think that this isn't impacting on our children and their mental health. And where is the support for them? Long waiting lists and overstretched services with no promise of better in sight.

**31** I want to feel like staff care about me and my family - whether that's at my local practice, at A&E, at the pharmacy or when calling the council. I have felt increasingly disappointed in staff attitudes at health and care settings since the pandemic and at times and it makes me not want to need their help which I can't control. I'm also concerned that local pharmacies seem to be struggling to cope with demands, every prescription I've needed in the last 6 months has been out of stock so I have to either waste hours of my time calling to see where stock is, or wait 2/3 days for items to be ordered and delivered to stores. I'm also concerned to hear that the Doncaster vaccination site at Lakeside is due to close soon with so many people still unvaccinated/due boosters etc. Why can't it stay open and offer a drop in health service like the health bus seen as though it's recently had signage installed and is a popular spot with free parking and easy access?

**32** Being able to access information - knowing the best place to go for advice if I am concerned.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**33** Doctor availability

**34** Staying physically and mentally healthy

**35**

To have access to a Gp and not have to drag sick children on unreliable public transport to gp collaborative on half day surgery closure, weekends and evenings. To have faith that loved ones will be well cared for if admitted to hospital. Nurses are stretched, stressed and juggling unmanageable workloads. Help them to help the public and their families.

**36** Being listened to and not made to feel as though I am stupid or lying  
Getting the correct treatment as quickly as possible

**37** I think having a decent standard of living in many aspects such as Financial, healthy whilst taking responsibility for own health is of upmost importance. Finance and health are linked in such a way where you can afford to eat healthy foods, something that has become a challenge in recent months. Everything is interlinked with Mental and Physical Health as well.

**38** Healthy lifestyle, having a decent mental health, less stress, not anxious

**39** Having tools to use to keep myself well and positive and manage complaints and conflict

**40** Personalised care. Being supported and listened to.

**41** Being able to see a doctor.

**42** knowing the options and having access to appropriate health professionals when I have concerns

**43** Without good health I cannot make the most of life:

\* I need annual check ups with my GP

\* Easy access to reliable information regarding any concerns easily

\* Systems I can navigate. GP websites are too cluttered and difficult to follow

**44** Provision- high quality and availability Opportunities accessibility

**45** Having a good insulated home and up to date improvements good food

**46** To ensure I am able to live life to the full, enjoy my time off and time at work, without worrying about how that impact on my health & wellbeing.

**47** Being supported by those who are around us, having people to socialise with

**48** It matters that I am able to spend time with friends in my local community.

It matters that I spend quality time with my children.

It matters that I get my medication.

It matters that I am able to get some sleep

It matters that my voice is heard and that my opinions count.

It matters that there are places to go where I can meet new/ old people in my local community with whom I can share ideas, learn new things, be creative, share thoughts and feelings.

It matters that I can go to warm spaces in my local area.

**49** Being able to get help promptly if necessary

**50** That my elderly parents can access health care in a timely way - for example the last time my Dad was admitted by his GP to hospital in Sheffield, he waited for hours in an ambulance and then was sent home. He was finally admitted the following day but the delay and waiting in the ambulance worsened his condition.

**51** If I am unwell that I have speedy access to services and quality diagnostic and treatment.

**52** Being able to access health help when I need it

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 53** A good mental health is important a good home and work live balance
- 54** I am a working mother of x2 adopted children . What matters to me is support for my mental health so I can care for my kids with there attachment and trauma issues. I also need access to additional educational , social, health and psychological/mental health support for my kids . All adopted kids who have suffered neglect and trauma need a My plan and an EHCP as they are so damaged by their past and always have problems that main stream school and health services are not set up to deal with.
- 55** Being able to spend time with family and friends, getting outside, exercising
- 56** Relevant services that are accessible and easy to access. Support and information which can easily be found without navigating difficult pathways. Services need to be accessible and consistent for all areas of Doncaster, most services are central. Knowing that there is help and support readily available and that people will listen.
- 57** Having services where I live in the centre of town where I only need to get one bus to access.
- 58** I worry about care when I am older. The care homes in Barnsley are very poor.  
I worry about care for the elderly in hospital and the bed blocking.  
I worry about cancer care and stroke care long waybto Sheffiled if you had a stroke
- 59** Having good access to timely medical care when needed. Having access to local activities to promote good health and wellbeing.
- 60** Being safe and comfortable and feeling connected even if housebound/vulnerable
- 61**  
services for children with emotional difficulties and neurodiversity (adhd / asd / fasd etc) need to be joined up and properly funded with a full diagnostic multidisciplinary team that includes psychologists, psychiatrists, paediatricians, educational psychologists, occupational therapists, nurses, family therapists, support workers, dieticians, trauma therapists, - this is particulary important for children with complex needs ie adopted / fostered / kinship care
- 62**  
Mental health-meaning severe and enduring mental illnesses, anti social behaviour, poor housing and noise pollution contributing to poor mental health. Appropriate living situations when autistic, professionals in primary and secondary care having better understanding of autism and the barriers that poor understanding and accommodation can create when trying to access even the most basic care. Poor physical health due to long term eating disorder and lack of adequate services that appropriately support specific needs and combined illnesses. Poor dental health really affects my mental health and confidence. Low income,( sickness benefits) meaning constant drain on already poor mental health.
- 63** Getting past GP receptionist, getting appointments face to face with a GP
- 64** access to a doctor when i need it. And feel like they have the time to listen
- 65** Being mentally well, not having financial pressures/worries. Having something fulfilling to do. Feeling included in the community, being able to access help and support. Speaking to people in health and social care services that actually care.
- 66** Being perfectly fit and well and just looking after myself for as long as I can.
- 67** Being able to get a Doctors appointment when necessary
- 68** Continued excellent access and response from GP services when needed  
Local fitness groups- Run together

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**69**

As someone in there 60s and a carer, I worry that I won't be able to access safe healthcare if and when I need it. We are currently in a pandemic that is being ignored with the very people that should be caring for us putting us at risk of Covid. Covid is an airborne vascular disease yet many staff do not acknowledge or mitigate the risks. Disappointed in society as a whole is in understatement. Those needing treatment should be able to go where it is safe (I'd be seen outside if necessary). Masks are needed in chemists, Drs and hospitals as a basic mitigation as well as Hepa filtration in hospitals. Because of the lack of mitigations I will not put myself in danger to use these services.

**70** Quick diagnosis and support with treatment.

**71** Being well enough to enjoy each day.  
Getting help when I need it

**72** I enjoy life so my health and wellbeing is important to me. I have a family I need to also support. So I need to stay strong

**73**

Being able to see a GP face to face when required.  
Waiting lists to see consultants/ treatment to be reduced  
Treatment to be as soon as possible after diagnosis  
GP surgery's to be open 7 days a week - everywhere else is open 7 days a week - health is not restricted to Monday - Friday or more alternatives available so people don't feel that they have to go to A & E. A drop-in and wait facility in town centre could be an option (Saturday & Sunday's), with a GP/Nurse/pharmacist available for help and advice and who can also prescribe medication should it be required if people can't wait till Monday.

**74** Good work life balance. Understanding managers, childcare friendly policies

**75** having a place to talk

**76** Tackling health (and social) inequalities  
Improving access to GP and dentist appointments  
Mental Wellbeing / Mental Health - ensuring our residents have the resources they need to live happy and healthy lives

**77** More mental health support is needed for those living with long term conditions

More NHS dentists needed

**78** Being involved and being heard

**79** I want to feel that I can access support when I need it, this might be physical activity, mental health or an appointment with my GP or dentist. Having to wait or not being able to get an appointment when you need it can cause great stress, especially when you are busy with work and family life.

**80** Being able to see a doctor in a day or two. Being confident if I felt a heart attack coming on that the emergency services would come to me.

**81** I feel strongly that the differences in health between different people in the city is wrong and unfair. I live in Burngreave and I know life expectancy is lower here than in other parts of the city. What the NHS does every day to address this is really important (not just little 'add on' projects). The Fairness Commission showed this really starkly but I feel the NHS only 'tinkers around the edges' with it.



**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 82** Been able to be seen when we have a problem, and making GP easy to contact.  
Also the use of interpreters as its often difficult to say whats wrong
- 83** Mental Health is incredibly stigmatised and barely taught and if taught, it's incorrect information. People don't know where to go for help until it's too late. I struggled for two years before getting help, even when showing serious symptoms affecting my learning.
- 84** security, happiness, friends, able to afford a warm home and healthy diet.
- 85** Being listened to and actually helped
- 86** Being fit and well, not having to worry if I need an appointment I can't get one
- 87** It's important for me to be seen promptly if I contact my GP. It's also important for me to have affordable access to complementary therapies such as homeopathy, acupuncture, osteopathy.
- 88** Accessible to all and local  
Improvement to both child and adult mental health services  
Shorter waiting times  
Accessible GP Appointments
- 89** My ability to do the things I want to do. To avoid becoming ill and infirm and to keep healthy.
- 90** I look after my health by exercise and eating well but occasionally I need to see a GP and that is difficult as getting an appointment at Swallownest Health Centre as it can take days or even weeks. A same day appointment is not usually needed but a phone call every morning at 8am can take its toll and I'm in a good place so goodness knows how it affects those that are not.
- 91** Never seem to be well at the minute, or if I am its only for days at a time. Currently going from one illness to another. My mental health is suffering.
- 92** Easy access to medical and dental services, with no hassles about making appointments, etc.  
Although my wife and I have no problem, access to dental services is extremely poor from conversations with friends and others through my various voluntary and PPG activities.
- 93** That I can access support quickly when my health and wellbeing are not good. That there are resources available to help maintain good health and wellbeing.
- 94** One big thing where general improvement could be made is communication, particularly from GPs. The general public are anxious when illness occurs, and even if there isn't an update on their condition, a call or a text message to brief them on the situation is greatly appreciated, and sets their mind at ease.
- 95** Availability of Dr's appointments  
Being able to put prescriptions in to the Drs need 24 hours processing of prescriptions
- 96** Being able to maintain a reasonable work life balance so can stay well both physically and emotionally. NHS jobs are exceptionally stressful and I notice I often feel physically unwell. achy, tense by end of the working week though never do at the weekend. As I age and have more years in it takes longer to recharge during a holiday and I feel eady for a holiday/ break from work more frequently. I know this experience is shared by many colleagues in their 50s and above in particular.
- 97** ?? ?? ??  
Music, love and laughter. Pets. Home.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**98** It is important that people that suspect they may have a neurodevelopmental condition are given the opportunity for an assessment. It is important that the SY ICB is not influenced by referral management triage processes that limit the number of people that are accepted for an assessment. It is important that SY ICB ask trusts pertinent questions such as how they calculate the Diagnostic Conversion Rate for Autism and ADHD. The correct formula is number of positive diagnosis / number of referrals. It is important that SY ICB asks trusts about the number of complaints a service that offers diagnostic services for ASD and ADHD has received. It is important that SY ICB asks trusts for their Family and Friends Test results for services that offer ASD and ADHD assessments. It is important to ask what qualifies a team that offer ASD and ADHD assessments to carry out these assessments. It is important to ask if any services that offer ASD and ADHD assessments have been subject to an Independent Service Review by a Royal College and what the outcome of that review is. It is important to ask what a service that offer ASD and ADHD assessments considers a full assessment to be. It is important the SY ICB understands what a service that offers ASD and ADHD assessments means by being NICE compliant and if being NICE compliant interferes with patient safety. It is important that the SY ICB considers the harm caused to individuals if they are declined a full assessment. It is important that the SY ICB asks any service that is operating within their geography that offer ASD and ADHD assessments are asked if the "relieve" people of a positive diagnosis of Autism or ADHD received in childhood or from a different service. If they do, how many people have they relieved of their diagnosis and why? It is important that SY ICB ask a service that operates within the ICBs geography what criteria they use to assess people. Ascertain if they believe that High Functioning Autism or Asperger's Syndrome exist? The SY ICB should ask any service operating within their geography if they agree with academics and clinical researchers across the world that ASD and ADHD are often comorbid. SY ICB should ask SAANS about the pre-diagnostic support the trialled pre covid and if that trial was successful. If it was they should re-introduce it and the SY ICB should fund it

**99** That I am able to speak to a Clinician quickly. That my concerns will be recognised and that I can speedily be seen by whichever service I need

**100** Feeling healthy and well - good support from family and friends - easy access to services when you need them - good community infrastructure - supportive communities - feeling in control of my life not overwhelmed

**101** Being able to see a Dr face to face quickly  
Free period products  
Free medical care/prescriptions

**102** Supportive Care  
Sensitive assistance when handling sensitive topics  
knowledge of how to access the care i need

**103** To see a doctor when it's necessary, get the medication you need.  
My house repairs doing sooner( not taking 10 months) to complete.  
When People damage property every few weeks and get their property repaired.  
Pensioner's paving repaired, not the Cantley flats .  
People jumping the housing list.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 104** Health is eating healthy foods, having good fitness and having a strong heart. This is important so that you can stay alive. To make sure I am healthy the nhs should tell me what to eat and what not to eat and how often to train. Don't smoke. Don't drink too much wine or beer. Don't eat anything that's mouldy or not cooked properly.
- 105** One aspect is social groups for SEN school children and young adults in local areas, to promote true peer support and community inclusion at their level, and local work and training opportunities for SEN. And the ability to get there...This is just one area.
- 106** Work life balance matters to me. To be able to enjoy being with my family and friends and also enjoy the work I do.  
To be able to have comfortable conversations on how I feel to friends and family as well as their support.
- 107** I have a 2 year old son and my health and wellbeing is very important to look after him and also myself
- 108** One of the biggest issues is mental health as these relate to other health and wellbeing  
Period Poverty  
Teaching about how to book appointment on own  
Having more support in schools and college
- 109**
1. Being able to get a GP app when you need one
  2. Feeling heard and listened to by GP and for them to have time to explore the bigger picture rather than one symptom per appointment
  3. More funding and emphasis put on sports and team sports/exercise in the community as a way of improving physical and mental well-being
  4. More education to the community around improving health and well-being early rather than too late
  5. More training and funding put into ensuring lgbt people get a service they deserve from healthcare that isn't discriminatory
- 110** In terms of general health: Access to preventative information and wellbeing support including mental health, child health and physical health.  
access to primary care services who are able to refer into secondary care where needed.  
Along with being able to discuss health issues without being dismissed a by practitioner.  
Also being able to have a discussion rather than being expected to tell them what I think is causing the symptoms are with access to exploratory follow up.  
Access to community support around mental health which enables access to care/ treatment
- 111** Being able to access timely healthcare for me and my family. Fixing the broken social care system. Proper dementia care. Stopping private enterprise in the NHS. Appropriate taxation to allow adequate funding for all care...no difference between social and healthcare.  
Reducing inequalities in health.
- 112** my mental health matters to me as much as my physical wellbeing. I would like to see different counselling opportunities that are more than 6/9 sessions
- 113** I want access to healthcare to be free at the point of use.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**114**

Having the right access to services when needed and for those working within services to be compassionate and have sufficient time to listen. I believe in empowering individuals to be self-sufficient and now wholly reliant on healthcare professionals but need to take personal responsibility for their health. Eg I do have the occasional drink which I enjoy but do so in moderation, I exercise not because I particularly enjoy it but I do want to stay healthy and I have never smoked. I believe in getting this right from school age.

**115**

What matters most to me about my health and wellbeing is to live in an equal society. Only through equality can health equity be achieved. I want to live in high-quality housing, in pedestrianised, green, and clean neighbourhoods, with local community facilities and assets prioritised. I want to live in a city that takes care of the most vulnerable, and where everyone is valued. I want to receive compassionate and destigmatising care from health and wellbeing professionals, that empowers me to take control of my life and health. I want to be able to access the resources to take care of myself and my community.

**116**

Having access to the right support when I need it. Being able to know what services are available and where.

**117**

We need to be able to see a gp when we are ill & not when we can be 'fitted' in. Phoning at 8am isn't always convenient for patients who have work commitments

**118**

Mobility

**119**

Staying healthy (mentally and physically), active and connected to others. An environment which encourages movement (walking, cycling, play, socialising) is very important to me, helping me to maintain my overall health and wellbeing and avoid adding any additional pressure to the already stretched system. Services should be readily available for those who need them most, and others should be supported in the best ways possible to stay healthy in their communities.

**120**

I can not get to see my GP to discuss my health conditions which in turn is doing nothing for my well-being or state of mind.

**121**

To know that I have a diagnosis when I have an onset of a new condition. This is better than attempting to deal with several possible conditions. Just knowing, even if there isn't the possibility of referral for treatment, helps me to make decisions on how to deal with it. In my case I sought a private diagnosis and as a result had to pay for a hip replacement as the head of femur had collapsed. By that time I was needing to make use of a wheelchair.

**122**

Mental health.

**123**

Constant care by the same people where possible I  
Physical and mental health services been easy to avess in the community. Easier access to hearing aid clinics

**124**

Being able to see a GP quickly and at a time that is suitable to me (around work)  
I want to feel that i am important and not a burden when i ring my Gp  
I want to be able to access advice more easily about health issues - maybe when i am not sure if i should see a GP  
i want to be able to get contraceptive pill without having to book an appointment weeks in advance for a blood pressure check

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**125** Having my issues heard and being helped in any ways possible that are not only helpful, but are comfortable for me too.

**126** I'd like the different teams who I see for diabetes care to co-ordinate with each other so I don't have to have so many different appointments- GP for some checks, different date/location for eye check, different nurse location and date and different again for consultant. Also, why do they still send paper letters? Could they send it by email. The text reminders are great but no option to book appts via the nhs app. Practice nurse checks are offered early which is great and fits in with work, others are during my working day but are offered on phone which is helpful.

**127** Access to GP's - not available anytime!  
Contact - no luck getting through for appointments  
I need to keep my mental health supported  
I need help to control my diabetes

**128**  
Having access to good quality resources not something just cobbled together. People actually doing their job properly. Attitude towards you from staff when you have problems. Access to the correct health care professional depending on your circumstances

**129** Have access to services that have staff that care and can advise you in the right direction of help whether it be financial, medical or mental

**130** Huge delays in Hospital treatment and getting a Doctor appointment in Tickhill.

**131** I feel this survey is cosmetic, since we are in the midst of an ongoing and deliberate mass cull.

Dr Micheal Coffman's analysis of the United Nations Agenda 21 shows that the UN "wants to reduce the world's population by as much as three quarters to two thirds over the next 30 to 50 years".

But before reading any further, please view (at least) page 23 of this publication:-

<https://www.es-uk.info/wp-content/uploads/2022/08/ES-UK-Newsletter-Summer-2022-vol.20-no.1.pdf>

We have a government so against our well being that unsafe technology is rolled out on a massive scale and has already killed thousands of people and continues to do so.

We have a telecom industry so powerful that media gagging is keeping the public ignorant on harm from microwave radiation from smart meters, smart TVs, smart phones, wifi modems and all other smart devices.

We have major business insurers who refuse to insure telecom companies because of the health risks they are exposing the public to.

We have an increasing number of solicitors who are taking on no-win, no-fee cases against those responsible.

We have public social media that is so heavily censored against exposing the harm from 5G that people are unable to pass on warnings effectively.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

We have a government that uses the military's weaponised (5G) microwave radiation to destroy our immune systems (even during a pandemic). As radiation levels gradually increase, more and more people succumb to organ failure, circulatory failure or immune system failure. Deaths are never linked to the root cause of microwave radiation, so that even the statistics on cause of death are falsified.

We have a government that refuses to look at the 10,000 pages of scientific data proving beyond doubt the harm caused by microwave radiation to our health.

We have a NHS staff and doctors that have been kept ignorant of microwave radiation harm to the human body.

We have private enterprise employing well meaning staff but top management are so motivated by profit that our health is not a priority to investors.

It matters to me that I should NOT be irradiated against my will and in my own home. Even £3,000 worth of domestic electro-shielding cannot stop the crippling onslaught of microwave radiation entering my home and accelerating my demise.

**132** Diet and Exercise. Parity Of Esteem Between Mental Health and Physical Health. Physical Health Not Being Neglected Because I Have Mental Health Problems

**133** Local access to services that are planned and delivered as near to home as possible

**134** Being able to see a Doctor face to face

**135**

Every person should have the luxury of being able to keep warm and having sufficient to eat

**136** To feel well in myself both mentally and physically. To be able to access services as and when I need them to ensure I stay well within a reasonable timeframe. To be supported in helping my family to be well who suffer from mental illness.

**137** staying healthy - i.e. health is before you get ill. Maintaining a level of health and wellbeing, whereby you can carry out your daily activities without restriction is important

**138** I want to stay fit, healthy and active for as long as possible. I swim and walk regularly and I also play bowls. I find that socialising helps with my mental health I'm here with my brother and sister to find out more about lung condisitons as I do have concerns about my breathing I get breathless and chest pains. Ive had scans but nothing has been detected. We have a family history of lung disease I have been prescribed a preventive inhaler and a blue inhaler

**139** being treated as an individual, being listened to without pre-judgement or assumptions. I know my body and what works and doesn't. Continuity of care and not having to spend half my 10 minute appointment talking about my history would help too.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 140** That i can see a GP on the day for emergencies, within a week for routine. That the NHS app works so that I can view all my records and make appointments- to many providers, too confusing. That there is sufficient high quality capacity in social care and less dependency on agency staff.
- 141** Support for people with mental health difficulties. Provision of a mental health respite service.  
More support for people with dementia living in the community and reducing waiting times for the Memory Clinic. People are currently deteriorating while waiting for an appointment, which could bar them from some forms of drug treatment that need to be in place at an early stage.
- 142** Fairness of available services, no matter your post code or background.
- 143** Pot holes
- 144** GPs, able to get an appointment same day able to get a normal appointment within than 2 weeks as it is now.  
Able to get through on the phone.  
Able to see the same person for continuity.
- 145** Staying healthy to enable me to stay independent and remain in my own home as long as possible.
- 146** That i remain healthy and fit for as long as possible. That access to healthcare if i need it, is quick and effective. That it is the same for my family too.
- 147** Simple access to the right level of care (starting with advice & preventative measures) at all times of day 24/7.  
Reducing duplication of appointments - sharing information across organisations to make my experience better and to enable better use of my time (and NHS resource).  
Confident that if I dial 999 someone will answer and attend if appropriate.
- 148** I would like to be able to speak to people with experience and knowledge about my conditions. It would be helpful to be able to get in touch and not feel as though i'm taking up someones time. Sometimes a quick call would resolve all anxiety.
- 149** I would like to know that there is help out there for me if I needed it
- 150** Good physical and psychological health, is paramount but being able to access the relevant services is what I feel is important.  
A good support system whether that be family friends and outside agencies is really important.  
Keeping fit and engaging in activities to enable one to be independant and live a life that is fulfilling is key.
- 151** I would like to bee seen as a person and not just a problem
- 152** Improving memory,  
Asthma,  
Health in general,  
Chiroprody
- 153** Fair Access to ServicesImprovement in access and shorter waiting times in services supporting young peoples emotional health and wellbeing.
- 154** Staying fit and well but if I or my husband are unwell we need access to our GP which at the moment is a two to three week wait this isn't acceptable.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**155**

Taking care of my mental health and wellbeing for myself and my family.  
 During the cost of living crisis I am worried about my mental health in particular, worrying about food or fuel and needing to support my wider family members is starting to take its toll.  
 I have type 2 diabetes and have found support groups online but everyone suggests alternative options to swap out food for healthier options. Again with the cost of living crisis purchasing healthier food might not be an option for me.  
 My son suffers with OCD which took months to diagnose and see a specialist. This was a worrying time waiting as his mental health was really difficult for him. Could waiting times for support be shortened?

**156** Having healthcare readily available

**157** Being able to quickly access the people and solutions who can help me deal effectively with the problems that I am facing.

**158**

Being able to access GP appt  
 Being able to access a dentist  
 Being able to access hospital services  
 None of the above are accessible at the moment.

**159** Being able to see a Dr when I need too

**160** Having proper access to a GP and dentist.

**161** Ensuring I am in good health mentally and physically for my family and future.

**162** Being able to get through to a medical practice in minutes instead of hours, and to see a practitioner when I need to.

**163** Ability to get around, work life balance but meaningful work is a key aspect of my wellbeing. Access to medical assessment if required (very rare I need this). Swimming is my key method of exercise, so ability to get to and from the Gym, which I have.

**164** Having a good standard of health care and social care for my family.

**165** Timely access to appropriate local health services, using a simple system for contacting the various services. At present it's difficult to contact primary care, especially for people who cannot phone at the often limited times available because they're at/on way to work, or live alone and need someone's help to use phone/computer for example. A return to more face-to-face consultations with GPs, where receptionists aren't required to 'triage' patients wanting an appointment, would be much appreciated.

**166** Access to a doctor

**167** Access to services when I need them, particularly in using A and E, either walk-in or via ambulance. It is essential that the ICB solves the problem of delayed discharges from hospitals by creating community discharge capacity and the staff to operate them. The rationale of ICBs is that they join up services and avoid delayed discharges - they should make this a priority.

There should also be strenuous efforts to increase supply and retention of NHS staff through local initiatives.

**168** Having access to health and wellbeing services.Regular check upsAccess to green space to walk etc



**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 169** Being able to get an appointment with the Doctors when needed is first and foremost. I also think having clean open spaces where you can go and walk. Social prescribing for meditation, walking, it's not all about medication. More and more people are feeling isolated and can't afford to go out so having community hubs where people can get together and have a free cup of tea or coffee.
- 170** Access to a GP and properly staffed hospitals. Access to open country, cultural activities and ability to meet up with friends and family. All too difficult/expensive in SY.
- 171** Flexibility, choice and being able to stay informed about my health in terms of access to my results.
- 172** Easy access to advice  
Feeling reassured and treated with compassion  
Trusting the professional knowledge  
Right care pathways for timely care
- 173** Feeling content and happy both physically and mentally
- 174** Better health and wellbeing makes you feel more proactive, live better and enjoy life to the full
- 175** Free Period Products  
More face to face Dr's appointments  
Free medical care/prescriptions
- 176**  
Being able to access high quality services in a timely matter, at a time and place that is convenient.  
I also feel it's also important to me that the clinicians & health workers in our system are valued and paid appropriately for the work they do and have working conditions that are not detrimental to their own health and wellbeing.
- 177** Being genuinely asked about (not lip service) listened to at work in terms if my own HWB, including work-life balance, and having resources available as and when I need them for physical and mental HWB.
- 178** Knowing that quality health services exist for all conditions
- 179**  
Having facilities to go to i.e. an authority run gym which are generally a lot cheaper than private run gyms. Access to therapy, counsellors over the phone or via a Teams video chat.
- 180** That myself and my family have access to responsive, timely care and support for our health needs. When we have a health issue it is dealt with quickly, as otherwise we are reluctant to call a doctor and get it sorted, leading to other health problems. Also, providing care & support that is expert and knowledgeable and having easy access to those experts (For example peri menopausal care and women's health in general) and not feeling like I'm stupid for asking in the first place and should get on with things.
- 181** Being able to access help and support quick. Not having to wait weeks months years for appointments. We need to look at preventing rather than managing it will save time and money in long run
- 182** I have a mental health diagnosis, which for the most part is ok and i function well in work and life in general. What matters is that in times i need support i can access the right people at the right time, that understands me and the condition.
- 183** My mental and physical health is important to me

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**184** Maintaining my medical health due to pre existing conditions, being able to access primary services quickly and effectively to meet my needs

**185** Mental and emotional wellbeing support.  
Waiting time for counselling or after therapies are too long  
It matters to me that i feel heard and listened to to feel supported

**186** Quick access G P when feeling unwell.  
What services are available in the community  
What financial help is there if any.  
Any charities that I can contact for help and information.  
Any volunteer groups that can help with socialising.

**187**  
I wish as an adult with various physical health issues along with general anxiety and autistic spectrum disorder that it could be much easier to access community / social work support !

**188** It matters to me to get regular exercise, plenty of fresh air and try to eat healthy.  
All social aspects help my wellbeing.  
Mixing with friends, family and community.

**189** Being able to access GP services and being able to access timely and appropriate NHS care for my son (20 year old, transgender, chronic fatigue diagnosis) and his father (67, heart condition, alzheimer's diagnosis)

**190** Physical health - being fit and healthy  
mental wellbeing - being able to access mental health services when needed.

**191** Being able to see a GP. Having polite admin staff at my GP practice. Have a GP who actually cares

**192** Work and life balance - not feeling like you're only successful if you're doing the absolute most you can. This involves switching off after work times and not feeling bad for missing emails sent in out of hours.  
Sleep and nutrition.

**193** Being able to lead a normal life and be able to do everyday tasks

**194** Maintaining my general health and mobility; access to fitness classes that suit me; confidence in my GP; suitable housing, preferably near a family member in case support is needed; enough money to eat reasonably healthily and to heat at least one room of my home.

**195**  
I worry the most about when I'm older and needing extra support that I might slip through the gaps. I'm involved with the care of a number of older people and see their struggles, even simple things such as getting to hospital appointments with mobility issues. Hospital transport is great but not ideal due to long waits and sitting backwards in vehicles, which makes them feel very sick.  
I worry about the people who live on their own with a lack of family support, that's if they've got family, I don't know how they manage to organise the care and support that they need.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**196**

Mental health is critical and the provision of good mental health services.  
Also be good to have more targeted provision for the management of weight and exercise.  
Better use of parks for static training equipment? walking routes for those of us who aren't hikers but need basic exercises.  
Somewhere nice to live.  
good transport links.  
healthy work environment.

**197** Pro-active healthcare. Being able to book a GP appointment on line - we seem to have defaulted to old ways of working including long wait telephone calls and triage.

**198** Feeling safe especially on an evening now the dark nights are upon us  
We should be able to walk around our estates without anxiety around large dogs roaming about

**199** Achieving the best possible quality of life within the constraints of my respiratory issues.  
This is both for myself and my family who look after me

**200** Access to healthcare when I want it - no excessive waiting for either GP or secondary care appointments.  
Face to face access to GPs as a first appointment, not after initial telephone call.

**201**  
Knowing how and where to access support if it is needed. Information and guidance needs to be clear and simple to understand.  
Having access to the latest studies and advice is important to make sure healthy decisions can be made

**202** Ability to call GP surgery/book appointment on line without having to sit on hold for 20+ minutes as standard.  
Having access to monitoring and tests to know where I need to look after myself better would be the ideal to be proactive and preventative rather than only fixing things once they are broken.

**203** Living in a safe society  
Having access to services needed  
Knowing what is available and pathways to accessing  
Being mentally and physically able to cope with challenges, barriers and events  
Not being isolated in way - social, food and fuel, employment, digitally or mentally  
Being part of a solution rather than a problem

**204** Keeping warm as I have MS and bad circulation

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**205**

That it stays good! That it is free! That i am (and I am) generally treated with respect. That it stays free if possible. Perhaps we could actually tax really rich people. That the care stays good for everyone. I use diabetes and neuro services which are excellent - I live in Sheffield and am very lucky. That if (because) I have a difference people arent used to - a certain sort of acquired brain injury - they are aware of it. I would love something to flash up on the screen 'please dont expect this patient to remember things. They can't. Write it down for them.' Receptionists dont always seem to beleive me when I tell them i am trying my best. The other day I literally took the phone off a friend (who also has poor short term memory) and told the receptionist she was speaking to that it was actually inappropriate to put my friend to the back of the queue for neuro rehab because she repeatedly hadnt managed to call back on time about an appointment. Thats the sort of thing neuro rehab would help her with if only she could access it! The staff member listened to my universiry-educated assertive voice, but hadn't heard my friend. I find this unfair; vulnerable people should be recognised and heard.

**206** Being able to have a long and healthy life

**207** Being in good health, getting the right treatment and support when I need it.  
Good information from GP and Health Services  
Looking after myself (Health and Wellbeing)

**208** Being able to access professional help for health issues in a short timeframe. Treated with dignity and respect and being at the centre of decisions with clearly presented options for treatment with the risks and benefits set out.

**209** Accessible health care when needed and staff who are truthful when I ask questions.

**210** Being able to telephone and not be 12 in my he queue some people are on pay as you go phones all the credit is gone

**211** Been able to see a Doctor when I want when I want not having to wait weeks I'm also worried about paying my bills I know we are getting help and I'm so thankful for that my pension isn't going up with the cost of living it's so worrying

**212** Being of healthy mind and ability to support others.

**213** Having a great manager/board of trustees  
Having a supportive team of colleagues/volunteers/family  
Having a wellbeing first aider who always asks how you are  
Being able to be flexible if caring responsibilities are greater on some days than others  
Being able to take emergency leave when needed if you work  
Having an understanding team at work

**214** 1) Waiting Times  
2) Post Code Lottery in terms of what is or what can be done  
3) Health Inequalities across South Yorkshire

**215** Being able to get help when it is needed and not have to wait

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 216** Being able to see a GP when I need to.  
 Being able to get an appointment when I need to.  
 Feeling reassured that my health needs are being taken seriously  
 Getting a referral to hospital within a reasonable time (this is currently not happening)  
 Feeling that my GP has enough time to listen  
 Feeling that my disabled elderly mother's health needs are being met.  
 Being supported in work so that I can care for my mother and take time out to take her to appointments and make my time up.  
 Being allowed to work from home so that I can help my Mum when she needs me (I always make the time back up again)  
 Having access to a gym and having enough time to exercise and use my membership  
 Support if I'm struggling juggling everything  
 Have enough money to pay my bills and keep out of debt  
 Work in a supportive team that understands my situation  
 Have a supportive line manager
- 217** having open safe space to be able to access and exercise (walk) in- this keeps my health and well-being in a good place.
- 218** Being well and being able to look after my children
- 219** My mental health is very important to me, I feel if you are mentally healthy you can accomplish anything. General day to day health is a big part of my families life, fresh healthy food, gentle exercise and fresh air.
- 220** Starting to keep fit at 50 and wanting to lose weight!  
 I'd like to see more keep fit classes / activities aimed at beginners. This would give me the confidence to join in. Also making use of our green spaces - someone to co-ordinate groups to start things like couch to 5k - where you could get out in the fresh air, get fit and meet new friends.
- 221** Honesty about what is and isn't available and waiting lists particularly in mental health. Kind well trained staff which includes receptionists etc. Info re what exercise foods are good for people at different ages. Therapy when you need it and ability to make proper relationships with staff not seeing different people all the time. RELATIONSHIPS are key
- 222**  
 being able to find out what is medically wrong and not been past from pillow to post with little or no treatment in between and being worse off from when i started. I want to find out what is wrong and get treatment ASAP, so that i am not i pain for over 5 years.
- 223** Being fit and well - having a work place that supports me during the menopause
- 224** To have a far better joined up service than what there currently is. I am mainly talking from experience regarding getting care for my father who suffered from vascular dementia and who sadly is longer with us. To get the care and services that we needed was an experience that was at best mediocre and at worst appalling
- 225** Feeling safe in my own home and when I go out
- 226** 7 day services in primary (and secondary elective) care  
 An environment that promotes healthy living - safe walking and cycling tracks  
 Digital access to records

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**227** Timely access to professionals, ease of access ( especially Primary care, not always feasible to keep ringing at 8am each morning until an appointment is secured ) preventative appointments / check ups, Professionals with a 'rounded' knowledge, access to specialists without delay in referral

**228** Being able to access quickly appropriate care and advice from my primary care team. Continuity in relationships very important

**229** A Good service when required

**230**

Getting access to health services like a doctor's appointment when you need one.  
Feeling confident you're in good hands and that health providers are competent and listen to your concerns.  
Handling the stress of everyday life and having time to relax.

**231** Ensuring i have a physical outlet for any stresses, concerns, emotions and mentally in a controlled environment and sport that i love. I go boxing 3 x week which not only helps my mental, emotional and physical health it ensures i remain fit and healthy.  
Working within a team that respect, consider and work together helps life in general.  
Ensuring my son is provided for and supported all round is my main priority.

**232** Doctors appointments and telephone systems are not working. They need more staff and funding. It's just not working and is very stressful especially for the aged and people with mental health issues.

**233** Support for families with SEND needs  
Being able to see a GP when i need to  
Improvements in children's and adults social care with support when required

**234**

Being a healthy weight. Being positive.  
I want people to help me to work harder and be healthier.

**235** Being able to see a local Dr easily n then any other help easily

**236** Being SEEN (emphasised) Have several conditions – I can see the severe staffing issues, and the impact, been waiting months for an appt. waiting for scan and appts over 8 months supposed to be followed up within 6 months but couldn't as not had scans. Operation cancelled 3 times, few days before. I know the impact of covid, but..... I don't feel listened to. Admitted to hospital, could have been avoided if theyd listened to me. I know there are pressures on services, services are good when they are they when you get seen. Just not enough staff, or money or resources

**237** Being able to access services quickly such as Doctors appointments scans etc

**238** It is vital to be able to get an appointment with a GP, there seems to be very very few appointments and you have to jump through the gatekeeper's hoops to try and get one. People are being told to go to A&E or phone for an ambulance for things that a GP or ANP at the surgery could deal with. It is also concerning that there are hardly any NHS Dentists that are taking on new patients.

**239** Having wellness built into every day.Nutritious food,ability to exercise ,social inclusion,availability of health services.  
To sum up,those things which allow my body,mind and spirit to prosper.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 240** good, quick access to mental health support. both preventative and when unwell. Waits are long and as someone who suffers from poor mental health, should by-pass low trained staff in IAPT to qualified therapists.
- 241** Nice local areas that allow you to exercise/walk. Areas that are well maintained, litter picked up, greenery maintained to allow wildlife to thrive.  
Access to GP/Nurse remotely as opposed to physically to address minor concerns.  
Local community groups to allow children to do things outside school.  
Access to help on healthy eating and groups to promote exercise at all ages.
- 242** I run 2 youth clubs for children with additional needs and families. We are also a peer support group for parents and carers.  
The cost of living crisis is really starting to effect our parents and carers and effects mental health and well being. As parents of children and young people with different needs we are struggling with simple things like food prices, some of our children will only eat certain foods so when those food prices go up we still have to buy that product because our children would only eat that food item, our bills are going up for all amenities and again some of our children because of sensory needs take lots of baths and do lots of handwashing, we cannot suddenly say you cannot do that because we cannot afford this this list goes on.  
This has a knock on effect of parents mental health and children and young peoples mental health, we are seeing more and more parents attending food banks and attending places to help them with food and cost of living poverty.
- 243** Staying fit and healthy in my 60's, being able to work and look after grandchildren
- 244** Understanding exactly what is meant by health and well-being would be helpful?
- 245** Being able to access medical care in a reasonable time should it become necessary. GPs should make more than a token effort to contact a patient for a prearranged phone consultations. Local pharmacies should have sufficient qualified staff in order to be able to provide prescriptions.
- 246** I live for today I have COPD and bronchiectasis (?) – I have to live with it. (also described having part of left lung taken out and a knee replacement, concerns with other knee but reluctant to have surgery) I walk the dog three times a day, its steady, but we get out I go to the gym at Breathing space, it helps a lot, improved by lung function by 7 points, that might not sound much bit it's a lot to me. I was told 'You need a goal'; I got up the steps at whitby , I had to take rests but I did it. Only thing I struggle with in the house is bedding. NB joined during conversation with #6; persons gym buddy. Then had a conversation with both on simple aids that might help. Noted that there are things it would be good to know about and try before you spend money on things that aren't useful (gadget to put socks on bought and deemed useless)
- 247** Having clear information and access to things when I need it. Having good care and honesty. Efficient service Having space to talk Calm spaces
- 248** Being able to receive treatment quicker with doctors and face to face  
Appointments
- 249** The answerphone message on the Aston surgery is too long ( too much waffle )
- 250** being able to contact my local doctor if i need to

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 251** Eliminate Post Code Lottery or all health needs  
 What really matters is the ability to gain ASSURANCE from our clinical providers  
 When tests and other procedures (say scans) are done, then tell us there and then what the outcome is, subject to the written word  
 Abide by the rules: Open, Honest, Objective, Accountable, Leadership, act with Integrity:  
 Own up
- 252** Being active, having access to green space and nature
- 253** That I have a mix diet and fruit plus veg
- 254** First and foremost - no gaslighting, fear propaganda or shaming/coercion to fit a political agenda ie. Last 2 plus years of disgraceful behaviour by councils and the NHS.
- 255** Being able to Access a sensory occupational therapist within the local area  
 Having and seeing a names doctor  
 Having mental health staff that know about autism
- 256** Joined up services that make sense and are there and accessible when you need them.  
 Support to live healthier lives via the environment we live in. Better cycle lanes. Safer streets. Easier access to healthy, low cost foods.
- 257** People need to know that in an emergency an ambulance is going to arrive within minutes, not hours.
- Reliable public transport to get people to medical appointments is failing massively. This must be having a direct effect on health and wellbeing. I think the knowledge and general worry that buses won't come, and non-urgent ambulances can take many, many hours (a family friend waited 16 hours with a fractured hip recently) is in itself having a detrimental effect on wellbeing and mental health. Knowing that the safety nets are there and can be relied upon is a huge part of good MH and wellbeing.
- The list of 'limited clinical value' interventions is an abomination. Again, the uncertainty about whether you can get a procedure done on NHS, or be left struggling / in pain / unable to fulfil your health life potential, is a big negative on people's health and wellbeing. I worry about getting cataracts, and I worry about the early signs of arthritis I know I have in my knees, because these things are no longer easy to get early intervention for. I can't forget the man I met in the street who asked me to help him read a road sign because his cataracts - left untreated by NHS - were so bad.
- I have anxiety about what kind of care I will be able to access if/when the time comes that I need home care or residential.
- 258** Being able to access care locally when I need it
- 259** Services are joined up and work synergistically
- 260** To feel healthy, sleep well, not feel stressed/anxious most of the time, to have a good work life balance. If not feeling great for support to be readily available.
- 261** Having support during and post school  
 More support for people who are victims of bullying



**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 262** I need to be able to do my paid work, and I like to be able to enjoy my leisure time. It is also important to be able to run for a bus, or a train, and not have a respiratory attack! My health is something I take care of with the help of professionals, my wellbeing is my own business, for which I take full responsibility. The only social media I use is LinkedIn - I think that Twitter and Facebook, and Instagram create echo chambers, taking away the feelings of empathy, sympathy and compassion. I read newspapers (mostly FT and Indie, occasionally The Metro), and BBC Radio 4 provides my general news coverage (with a little World Service). I stop listening when my wellbeing will suffer from News outside my capacity to manage or control. I use needlecraft to keep my hands flexible, and to enjoy the pleasure of colour and texture. I am sorry at the state of the world, and try to do what I can to make the lives of others better. There is great pleasure to be had from the success of others. That is Wellbeing.
- 263** Empathy - I think it's really important to feel safely heard and seen when reaching out for care. More times than not, the issues that you go to your GP for are of a sensitive nature and can take a lot of guts to reach out about. And that empathy needs to come from everyone involved. From the nurses to the people answering the phones. I once felt very low and was told I couldn't get a GP appointment and at a time of vulnerability that can feel like the straw that broke the camel's back. A little more empathy/understanding from the person on the other end of the phone could prevent someone from spiralling.  
Equality - I have often felt like I haven't received fair or equal care because I am a woman. An absolute prime example of this is that since I was a teen my kneecaps have locked out of place when playing sports, walking or even sometimes stationary. It is the most excruciating pain imaginable and has left me mentally traumatised as it still happens now in my thirties and I never know when it will next happen. I must have gone to the GPs about this 5-10 times when I was young. I was told my thigh muscles weren't strong enough and given physio exercises. I was told more than once that it was 'growing pains' and I'd grow out of it. It was once misdiagnosed as another knee condition.  
I personally know of two males who have had the same thing and both of them were offered further investigations which both led to operations to fix the issue within the kneecap one of them because they played football and one because he wanted to join the army. The same care, attention and investigations were not given to me and I always felt like the GPs didn't take me seriously. I'm still to this day yet to go back for fear of the same answer (and partly because I'm so traumatised from the issue I was told I'd grow out of, that I don't allow anyone to touch my knees). I know I'm not the only one that has felt like this either. I have female friends who have been misdiagnosed with mental health conditions or friends who have gone years with endometriosis who had previously just been told they have bad period pains. I was once on a pill that extremely affected my mood and when I went to the GP about it her actual words were "Oh there are new pills out now that have been developed to have less of an impact on mood but they're really hard to get because no pharmacies stock them." And she was right. I was put on this new pill, which did give me an improvement in my mood, but that I had to pre-order because nowhere stocked it. Why is women's health not taken more seriously? If there was a life-changing product out there for men it would be advertised all over and stocked on every corner. Gender inequality is rife, even within the care system, and the health and wellbeing of women suffers for it and it's not okay. Equality is needed.  
Innovation - I feel like the customer side of the healthcare system is so behind the times compared to the care side. We have all these amazing innovations that diagnose some

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

really complex conditions, yet on the other side, to simply get a GP appointment you have to either queue in person or sit on hold with a receptionist for hours, just to be told all the appointments are gone and you have to call back the next day. It's very old school and surely there are examples of healthcare systems across the world that are doing it better. I know it's complicated because those more likely to need healthcare are less likely to use new technology but there's surely a balance that can be achieved.

Speed - Related to the point about innovation, the speed of getting anything done is terrible and without a doubt puts people off investigating a potential health issue. This is for GP appointments and prescriptions alike. Most of my repeat prescriptions I have to have check-ins about with a GP or prescribing nurse which seems so unproductive when either a) it's hard to get an appointment or b) the NHS is understaffed. Can we not act on the principle of no news is good news? If someone's repeat prescriptions are working for them they won't need a check-up and they'll come and ask for one if they do.

Prevention - diet, exercise, social aspects etc. all have a profound contribution to your overall health and wellbeing and I think the strategy needs to have prevention at the heart of it.

Mental Health - I have no idea about the data on MH queries/appointments vs physical health queries but I assume in the last 5 years that mental health queries have shot up extensively. This needs to be reflected in the current care system. I am being investigated for CPTSD and have not had my next letter/call etc for 4 months. It's not good enough.

Mental Health is as much of a killer as physical health.

**264** Worklife balance to enable ease of access to healthier ways of living such as accessing the gym or walking the dogs, especially in winter months. In addition to this greater sources of literature to inform and educate healthier eating and how this along with exercise positively affects mental health

**265** Knowing that health concerns raised will be addressed by medical professionals in swift, sensitive manner.

**266** To stay healthy

**267** Access to GP appointments- maybe longer appointment options with GPs to save repeat visits. This would also save time in the long run.

Less stress at work, brought on by mental exhaustion. Too much technology and demands. This has changed over 10 years. This also impacts on physical health, too tired to cook properly or do other activities.

More options for private health care locally. The NHS is not always enough and in some circumstances I would pay to access quicker More effective treatment.

Maybe workplaces sponsoring wellbeing days with access to medical advice/on the day assessment. Health checks etc

More supported wellbeing days in workplaces, the fun of work has gone. Less enjoyment  
More hours, less pay.

**268** An ability to stay active.

**269** I'm physically disabled and right now I'm in the hospital. Things that really matter to me about my health and well-being is to have a gp who is easy to talk to and having care at home is great when I can get some carers.

**270** Able to see a GP same day if necessary.

An ambulance service that responds immediately to 999 calls.

**271** That i am healthy and well

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 272** Work / life balance is really important – employers need to know more about this so that they can support their employees in achieving this.
- 273** My husband has Alzheimer's and I am his only carer at present. I worry about how to cope as his health gets worse and he will need to go into a care home. Costs of care are exorbitant. The NHS/Social Care system seems to abandon the elderly and those with dementia. We have worked in full employment all our lives up to retirement age, so I feel we are being asked to pay twice for care in old age (NI contributions whilst working and care home costs in old age). Why is it that the Government can fund hotel rooms for asylum seekers who have never contributed to our NHS, yet cannot pay for British citizens to be cared for when they are elderly and infirm?
- 274** My health and wellbeing are severely affected by the environment in which we live. Clean air (cease lifestyle wood burning stoves / firepits etc.), green space access, safer roads, installation of renewable energy sources in public areas (solar panels on rooves over car parks etc..) Improved public transport locally, more of it at affordable prices to encourage use.
- 275** Being able to see a doctor quickly. Being able to get emergency care when appropriate. Not having to wait hours for an ambulance.
- 276**  
I am an above knee amputee with a range of conditions, mostly related to that. I would like to lose weight but nearly all the plans cost a lot of money. I tend to buy supermarket only foods which can be microwaved for ease of use. I have a prosthesis which I try to use regularly, but it is hard work so I probably don't use it as much as I should. I had a stroke in July; that has frightened me a lot so now I tend not to over exert myself on purpose.
- 277** Feeling safe in our community, having appropriate housing. Being secure in jobs and being able to see health professionals when needed and that those professionals listen and take an holistic person centred approach when finding solutions.
- 278**  
Being supported and listened to by medical professions, feeling like my needs and concerns are taken seriously and having faster access particularly to mental health support.
- 279** Been healthy, having trained staff that are able to help myself and my son in emergency situations.
- 280** Knowing how best to look after my own well-being and being able to access support to help me as and when I need it  
I want a pleasant environment to live in and have meaningful work that enhances my well-being
- 281** Trying to manage stress and anxiety - persons own, key statement Behind this one statement was a lengthy conversation; person stated they didn't have anything to say about health, but then referred repeatedly to issues around stress and anxiety resulting in alopecia, and managing this. I am recording this as it was apparent that the issues were around anxiety etc but the person had difficulties in expressing this and talking about it – this is probably representative of many other people. Stated no caring responsibilities, but was there to support elderly relatives with disabilities – many people don't see themselves as carers- 'just helping out family'

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 282** Mental health services (Not waiting until it's extremely bad before referral)  
To include anxiety/depression and panic attacks.  
Full health check at 35/40 - Ladies starting to go through change / after child birth / body changes etc
- 283**  
That I know all I can about looking after myself and keeping well - physically and mentally.  
I want to feel I have the time in my busy life to use what I know to keep well.  
When something isn't right, I want to feel that I am listened to, and action taken.
- 284** Feeling able to have energy to keep active and eat well, being able to get a GP appointment if needed and then be listened to.
- 285**  
That I have a variety of methods of contacting my GP surgery - phone/online/App for example. That I can contact the surgery anytime throughout the day to book a non-urgent appointment. The 8am rush to call is an outdated model and it is very frustrating, time consuming and stressful at a time when you may be feeling ill/not 100%. That I am triaged by a clinical qualified member of staff when I do call and not a receptionist/admin member of staff. More Pharmacists able to diagnose and dispense would be good and convenient.
- 286** The most important is my mental health. I need to be in a good place mentally, which means I will do things that help me deal with stress and anxiety.  
I try to exercise, get involved in social activities
- 287** Someone to talk to when feeling low  
More services need to be available and free
- 288**  
The things that matter to me about my health is that I can manage it well, I am able to seek help quickly if I need it and locally too. Well being is important all round too as without this I wouldn't be able to help and support my family and extended family and community.
- 289** Healthy mental health, access to the right services and support. Getting a doctor appointment would be beneficial
- 290** I look after my family and I need to be free of stress
- 291** That my mental health is at a good level. That my mental health doesn't become detrimental to my physical health.
- 292**  
making sure the local communities are update on information around long term health conditions and how people can make changes or lead healthy lifestyles. where to access support around mental health and other conditions. support the VCF organisations (funding, training & support etc) to support local community members around health & wellbeing
- 293** Healthy diet, clean air, family and friends, secure living arrangement, job security, good physical and mental health for myself and family, job satisfaction and self actualization
- 294**  
Flexible person centred accessible services where I have a choice - I am a wheelchair user and am finding that many services are not accessible to me ! I also want to be able to have a say in services in order to improve them ie. I'd like to take part as a patient in patient and public involvement. But this needs to be paid in order to attract a diverse range of people.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**295**

Being able to go swimming - indoor and outdoor. But it can be hard to get there as I don't have a car.  
Public transport helps me to get there - so regular and reliable bus routes around town.  
I also cycle - so having dedicated cycle lanes, rather than a few intermittent dotted lines on the road which cars use for parking spaces, or cycle lanes which cut across pathways which make the pedestrians annoyed as they seldom realise they are stepping out into a cycle path.  
Being able to eat well.  
Having enough money  
Being able to heat my home  
Being able to afford school trips  
Not living below the poverty line  
Having people around who care about me  
Being able to afford to do additional activities for fun, rather than just afford the essentials  
Being treated well at work.  
Receiving a fair wage for what I do  
Experiencing structural inequalities has a very negative impact on my mental health and wellbeing  
Being able to access healthcare as and when needed - appropriate healthcare that meets my needs

**296**

Doing away with restrictions on certain operations due solely to BMI (as NICE guidance already says)My case is an example: aged 46 I needed both knees replacing but was refused due to being 'too young' & to come back when over 55. I was slightly overweight but still quite active. In the following years my mobility decreased massively, pain ruled my life despite an assortment of 5 painkillers, including 2 opioids. My weight increased as I became less able to move but my GP refused to refer me to orthopaedics due to BMI restrictions on surgery.This year I suffered an acute kidney injury due in part to the pain killers I was on. All pain relief was withdrawn with just one reintroduced gradually to a max ? of previous dose. I begged my GP to refer me as pain levels were unbearable, she agreed but said surgery wouldn't be funded due to my BMI. Ironically she suggested bariatric surgery, in my view a more invasive & risky procedure.I saw a consultant at Barlborough hospital. He told me my knees were so damaged I would need to see a surgeon who did complex cases. He was shocked by how long I'd been diagnosed with no action. He said I needed the TKR urgently but when I told him my GP thought my BMI would mean no funding he was angry. He said it shouldn't be used as sole reason but in my CCG (Doncaster) it was a red line regardless of clinical need. I know it's now in my hands, but it's hard to lose weight when I'm so inactive, in constant pain, depressed at my situation and the difficulty in living on £135pw. I've been unable to work for the past 9 years, made to feel a burden on the state & isolated.The amount spent on pain medication for the past 12 years must almost equal the cost of surgery.I know there are risks associated with obesity but in my view short term thinking in limiting surgery solely because of BMI is unfair and ultimately detrimental to patients, NHS & society in general. Why doesn't Doncaster follow NICE guidance?

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 297** Being in control of decisions about my own care and needs - and being respected and listened to. I am knowledgeable about care services and have a good grasp of how they all work - and how my own body works, and that generally means professionals listen to me and take me seriously - but I want to advocate for this being the default position for everyone who needs or accesses services. Not everybody is a science graduate, or an NHS or social care worker, but we all deserve to be treated with warmth, understanding, kindness, and non-patronising care. And without prejudice, and second guessing. I always look to NICE or SCIE guidelines when I am seeking help around an issue or a diagnosis for my family or me. Everyone should have someone to navigate their care who 'speaks their language' and understands them and their unique needs.
- 298** Personalised care  
Supported and listened to by colleagues and/or peers.
- 299** Improving my memory, losing weight and feeling happy
- 300** What matters to me is the health/ill health of our younger population. As we continue to face the challenges of covid and the knock on effects, what has happened to the sexual health of our youngsters, I wonder.
- 301** quicker access to mental health for everyone
- 302** A healthy lifestyle, close family & friends. Easy access to health care when I need it.
- 303** some support after 18  
free period stuff
- 304** Information - good quality and reliable information on health issues, health services, also health self-help  
Accessibility to services, including signposting to other relevant support - at the time it is needed
- 305** Accessibility  
Timeliness  
Safe, professional and adequate
- 306** Having access to the relevant care and support within good timescales.
- 307**  
What matters to me most about my health and wellbeing is getting appropriate care within an appropriate amount of time. It should be accessible as and when I need it and I should be able to raise any immediate concerns about my health and wellbeing with healthcare professionals and get advice on the next steps relatively quickly.  
It is important to me that I am fit and healthy and that my worries about my health are assuaged.
- 308** mental health  
Feeling strong  
Having clear skin  
Teeth
- 309** my health is central to my hopes, ambitions and opportunities. having quick access to locally based support is key.  
not enough resources are going into prevention and early intervention resulting in unsustainable pressure upon acute services
- 310** Being supported and supporting other who may be struggling. Being able to take time for my health and wellbeing.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 311** Balance between work and not at work life  
Support when matters are piling up at work - eg in times when staff are off and extra jobs are pushed towards you  
Getting annual leave more or less when you are requesting it
- 312** Being listened too and treated like a Human being. Not making care clinical when it doesn't need to be. Not deciding if you can help someone or not based on a paper referral but by speaking to them and not limiting a service to “what's written in the service specification” but just by “Doing the right thing”. We often over complicate things and make them more clinical than they need to be just have staff that read people well, understand lots of perspectives and use emotional intelligence to be able to understand how someone is feeling and to be flexible with how they can support.
- 313** Trying to prevent periods of bad health, but when I need help with my health being able to easily access advice quickly and where needed, with a follow up.  
My priority is having local GP services. We all know the strain they are under, but this has to change. sometimes I ignore small health issues because I cant face the endless trying to make an appointment farce. this has led to my health deteriorating and this has impacted my wellbeing as well as making a small health issue becoming a larger issue. its frustrating when you do get an appointment and they say, check back in with me in about X weeks and you cant make that appointment . Primary health care is more important to me at my stage than specialist services.  
I feel sorry for all those who work at our local GP, but this cant continue
- 314** Not feeling abandoned or left out. Trying to stay healthy with limited money and no physiological help.
- 315** Having access to health care when needed and not waiting too long for help!
- 316** To be able to access any service quickly and at a place of my choice in whichever part of South Yorkshire services I and my family feel most comfortable in eg accessing in care in Sheffield or Rotherham if we feel more comfortable out of our locality.
- 317** Joined up services. Equitable services for all across the region.
- 318** Being able to access the appropriate services when required.
- 319** Easy access to Dr's clean and safe environment reliable public transport good selection of local shops leisure facilities and clubs for the older generation a council that cares for its community
- 320** That I have someone to look after me. That I have opportunities to be involved in my community, to make friends, to do things important to me.
- 321** Having a stable and healthy lifestyle where i am confident and happy with myself making sure i accept who i am and looking after myself
- 322** I want to stay as healthy as possible
- 323** to know that i can see a medical professional when I need to see someone (namely a GP) and be referred to the most appropriate service based on my need rather than cost

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 324** That there are enough public services available that anyone in need can access.  
 Better and more housing that are affordable. Schools and doctors that can deliver the services needed.  
 Teachers and anyone working in a hospital are under enormous pressure and just don't have the staff to deliver.  
 Waiting lists are too long, it's very worrying. If I fall or become ill will there be any ambulances available?
- 325** Access to services in a timely manner
- 326** That health checks are carried out more regularly
- 327** Do I really have a say in this because my doctors surgery really don't give a damn what matters to me. 2 doctors told me I was too fat to be treated so I stayed on the waiting list for gastric bypass, and now I've had it done I dare not even ask for an appointment to see a doctor to talk about my health.  
 Recently I did see a doctor because I have mixed state bipolar and after surgery I had a breakdown plus was having a reaction to my antidepressant. I was given another antidepressant which caused really bad side effects so they were stopped. Then I was left 5 weeks without any antidepressants, my mental health was in a bad way to the point I wanted to end my life. I took it upon myself to start back on my original antidepressant and was still having the same reaction as before, but seeing as no one was willing to help, I had to try something.  
 The hospital cut down the pain medication when I had the surgery, I'm functioning with one arm because I have frozen shoulder in my left arm. Spoke to my doctors surgery and they won't change the pain medication back to original prescription simply because they are receptionist and they won't Even ask the doctors about it.  
 I have severe asthma, you wouldn't know though as I'm only allowed 4 ventolin inhalers a year and I was berated by a receptionist for asking for another inhaler when I had covid. With this I bought myself a new nebuliser as my other one was stolen.  
 So my health and wellbeing matters to me, as I want to be alive to see my grandchildren grow up.  
 But according to great North medical group, your health and wellbeing doesn't matter to them.
- 328** Staying in good mental position in order to stay healthy and happy
- 329** I don't understand the question. Everything matters - health and well being can't be dissected - it's an overall feeling
- 330** I'm OK
- 331** I want to stay healthy for my family
- 332** Good access to gp, dentist  
 Timely referrals to hospital  
 Treatment times that are realistic and information about referral process, waiting times  
 Green spaces to exercise and relax in  
 Good local amenities like gyms, swimming pools that are affordable
- 333** I want to be healthy. To help me be healthy I think the NHS needs to provide care etc as and when needed, however, I also think individuals need to take responsibility for their own basic health needs - exercise, diet, drinking/smoking.
- 334** Keeping fit and active and being able to access gp & health services when needed in a reasonable time frame



**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**335**

Access to practitioners. GP, hospitals, jabs. Currently very happy with gps (hollies). Like drive thru phlebotomy very much. Hospitals more of an issue - especially Road at Hallamshire. Got v reduced mobility so access has to be carefully considered. Have appreciated a lot of medical support this year and social services when I was bedridden for several weeks. Also very concerned about strain and stress throughout NHS. Ultimately the service users will be directly affected unless more funding/support/training is given.

**336**

Being able to contact our GP to make appointments within a reasonable time  
Telephones repeatedly ring unanswered

**337**

Having timely access to treatment and advice , being part of the discition about my care . Being able make choices about what I do . Being able to see professionals face to face if that's what I feel is best for me . Being treated and respected as an individual , not being pressured into options I,m not happy with .

**338**

Knowing that myself and my wife can feel safe in our own home. Swinton has become overrun with horrible children who are hellbent on harassing good honest people by constantly causing trouble in and around the streets. Discipline needs to be enforced as it's, nor has it ever been, just a case of Kids being kids as some stupid people like to believe.

**339**

Prompt appointment from GP  
More frequent physio appointments  
Good care from the NHS support

**340**

work/life balance  
time to engage in healthy behaviour such as exercising  
easy access to gyms/community walking groups

**341**

Being able to talk to a person about my symptoms

**342**

7 day access to healthcare services, particularly GP services.

**343**

Less waiting times  
Quicker action to diagnose  
more funding for services  
pay less for prescriptions

**344**

It matters to me to get plenty of fresh air, daily walks and eat healthy when possible.  
Spending time with friends and family helps me with my well being

**345**

Being able to see a doctor when required ..... I waited 3 weeks for a face to face appointment, now need a blood test so have to wait another 3 weeks - I am suffering with my mental & physical health as can't get any tablets until tests are done. After the blood test how long will it be to get another appointment (earliest booking on the system is 29th November, and it is only 2nd November today!)

**346**

Good mental health strategies to cope during difficult times in life. In particular specialist bereavement support at work, as it happens to all of us at some point in our life. Suicide prevention training for all members of staff and suicide berevement training for any members of staff who have been impacted by suicide. Understanding of health-harming behaviours.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 347** Being able to access medical care when needed, service are stretched to capacity, waiting times are ridiculous. You are not able to get a GP appointment meaning you ring 101/111 all the advisers tell you is to go to A&E regardless of what you are reporting, which is just putting more strain on and already stretched service.  
Waiting times for Mental Health services are beyond ridiculous, most GP's don't know how to deal with mental health conditions and just want to prescribe tablets, they are not even aware of self referral services through the NHS. More training needs to be given to Secondary Care staff to alleviate pressure on Primary care.
- 348** Knowing that all health care is open and accessible. Doctors,hospitals,dentists.  
Access easily any charitable help and having open information for all not just those living in social housing. There are many elderly and disabled living in their own owned property who are never offered help.
- 349** Being able to access my GP practice when I'm unwell and having early intervention to reduce admission to hospital.  
Access to diagnostic testing and getting results quickly  
Early diagnosis of long term conditions i.e. cancer.  
Better information/education on how to manager low term condition
- 350** I'm listened to, I know about and have access to local support. That people still see me as a person
- 351** When problems occur you are able to access help or advice quickly. Getting doctors appointments or help from social services as quickly as possible. Being taken seriously by staff and being dealt with politely.
- 352** Able to access appropriate health care in a timely manner
- 353** Having affordable, local opportunities to stay fit and healthy. Feeling safe in my local community. Having a good work/life balance to concentrate on my own health and wellbeing, rather than my employer's (NHS SY ICB) priorities.
- 354** To be able to access appointments with the doctors more easily. For any referrals to be then dealt with in a timely manner. For mental health care to be more accessible to children of school age.
- 355** First and foremost, feeling listened to. As a patient with a long term condition, I know my body, my symptoms and my condition better than anybody. It's very frustrating when I don't feel listened to. For example, when having a flare up of my condition there are occasions when I need urgent care. I don't need to go to A&E, I don't need an ambulance, I need same day access that will support me either and ultrasound or medication. Going through the out of hours 111 system means that due to my symptoms I'm automatically told I need to go to A&E within the hour. This is the worst place for me as I'm uncomfortable, sat for hours with no end result and have to tell my story (which is frustrating and embarrassing) at least 5 times as I go through the layers of seeing/speaking to professionals. Listen to patients and what they are telling you, don't just hear it.The second although equally as important, is prevention. Many illnesses can be prevented and we can keep the local population out of hospital where if older people, they decondition the longer they are an inpatient and rely more and more on our services.
- 356** being able to work flexibly and hybrid working

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**357**

- 1) wasting time ringing gp after an annual meds review as my repeat prescription is still on clinical review.
- 2) My GP refusing to prescribe desmopressin to my son even though approved by hospital consultant and NICE says ok. unnecessary extra appointment with hospital
- 3) when bassetlaw hospital say they havent got a paediatric anasthetist so i ought to go to sheffield childrens hospital where they have. Bassetlaw dont refer us so we have to start at sheffield childrens ER from the beginning the next day, re appendicitis/blocked bowel

**358** Care in older years

**359**

- Access to local GP doctor or medical professionals for focused advice when unwell
- Access to Green space in city centre
- Safe neighbourhoods

**360** As long as i can do daily tasks then I'm fine. I think it's important to take some time each week to do something for myself. This could be as little s washing and blow drying my hair. Self care is very important to my mental health.

**361** I have limited control over my health and do not pretend to have much influence over it or my life expectancy

**362** Lack of GP capacity. My Practice is Woodland Drive and as far as I'm aware all GP's except GP who owns the Practice, are Locums who stay various lengths of times. Patients don't have a named GP so there is lack of continuity in care or understanding of patients medical history to be able to provide appropriate and timely good quality care.

**363** Feeling comfortable to be able to talk to people you trust.  
Having somewhere i enjoy coming to talk and feel welcome.

**364** Being seen in a timely manner, waiting kills. Too many desk jobs and chiefs sucking resources away. Too much repetition

**365** Nutrition

**366** Being listened to at work.

**367** Assurance of ability to contact any service when needed. I am aware of back-logs and work pressures, but communication, reassurance and advice should not be on waiting list. It is not only GPs responsibility to reassure patients.

**368** Being able to access care as and when needed. Access to environments and activities that gender health and wellbeing such as green paces, physical activity, cultural activities. Living in a locality that looks and is cared for and provides opportunities for all.Supporting those in most need while at the same time dealing with those that waste or misuse the care system.Supporting staff who work in the health and care system

**369** I care that i have access to services to improve my health and well being to both maintain my function and health and to treat any episodes of ill health

**370** What matters is that when you do have a health issue that you can access health care services and that your concerns are taken seriously and you don't have to take your time fighting to be heard.

**371** Being able to access services when needed having information available at time of need.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 372** A foundation for health and wellbeing is resilience and stability which we've not had a great deal of in recent years. Walking around Doncaster City Centre lacks a sense of resilience or stability and is quite scary, to describe it in a word I'd say 'Dickensian' (harsh but true). I genuinely worry about the future of Doncaster as there are high levels of poverty, deprivation and inequality. The tone of the place is edgy and there's a sense our residents mental health is low, it just feels like something is going to kick off at any minute. What matters about my health and wellbeing is changing individual and collective outlooks to be more welcoming, vibrant and viable.
- 373** Life is precious and what matters is access to healthcare and early and face to face . Being seen by GP's and not diagnosed by receptionists
- 374** My health is dependent on my financial stability. If I can afford to heat my home, eat well, socialize, and commute to work safely then I am starting from a good foundation.
- 375** Having access to medical services when needed.  
Not having to wait weeks for a GP appointment.  
Being able to access the same standard of care regardless of where you live
- 376** Friends, family, being able to socialise, a warm house in winter a cool one in summer. My dog for cuddles and walks. Swimming . A job I enjoy with like minded people. Flexibility to work agilely. Holidays and travel especially the coast. My garden. My car. My village. Volunteering.
- 377** Being able to access appropriate services when needed
- 378** Inability to get access to GP services
- 379** Quick access to medical professionals and services is key for me, should I have any concerns about my health
- 380** It matters to me to be treated fairly and have the ability to access services.  
The stigma of mental health illness should not limit my capability or struggles  
Just because I am BME doesn't mean I should be treated differently/unfairly
- 381**  
Easy access to GPs. Access to other health services in a timely manner. Respite from caring for disabled child and recognition of the impact of a disabled child on the family wellbeing.
- 382** Mental and physical health. Managing my own mental health amid the stresses of work and raising a family (my children are adopted and have greater than average emotional needs). Being physically well enough to exercise as that improves my mental health.
- 383** Cutting waiting times in A and E . More disabled parking spaces in public places and in hospital car parks. Closer working relationships between healthcare agency's. More information given to patients in hospitals , reasons why things are not happening given to relieve anxiety.
- 384** Being able to talk or see a doctor at short notice. Especially as I am now 75

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 385** Still waiting for post-diagnostic support after ASD diagnosis in Jan 2020, aged 61. I really HATE the uncertainty of not knowing where I stand abt this. Little support from RANSS which is so focused in the North if the borough. Pity I'm no longer allowed to drive for health reasons...  
On hold with Rdash psychiatrist; prob recorded as 'receiving care' when I'm not. Get a grip! Meanwhile, my neurologist is trying occipital nerve blocks: might this improve my non-epileptic attacks? (5 nights inpatient in Oct, 8 in June w head injuries; follow-up rubbish; WHAT ABOUT THE COST?!)  
Do your pathways take Bereavement into account? Doesn't feel like it.  
I CRAVE personalised, holistic care  
Just what is happening a.bout Community MH Transformation?  
Pah!
- 386** Actually seeing a GP. They are becoming more remote, rarely examine you and you can only discuss 1issue. The body is made up of parts interconnective tissue it's ridiculous. They have forgotten how to Dr.
- 387** being able to see a doctor in a timely manner in order to ensure perceived risks are attended to.
- 388** A life full of fun, laughter and love
- 389** Food, heat, family, money, GP access, Transgender services + awareness of trans identity in medical services.
- 390** Being able to access local services
- 391** Just keeping healthy
- 392** That I try to remain physically and mentally healthy.
- 393** Being able to access the right support from GPs and Mental health services
- 394** Getting a GP APPOINTMENT or even being then to answer phone and if they do getting past the untrained jumped up little Hitlers on reception.
- 395** Access to good, holistic health care in real time not a week after the fact. Doctors, nurses, hospitals, dietitians, exercise, massage etc. Access to outdoor walks with good paths and signage. Polite considerate people of all ages which gives confidence to walking around your village or town without fear.
- 396** Being able to get an appointment with a healthcare professional even if it's weeks in advance instead of being told all appointments are gone, call back at 8am tomorrow. Knowing that my family can get access to treatment and their concerns are listened to. Keeping health care affordable for struggling families and older people.
- 397** Mental health has become the prominent concern for me since developing severe tinnitus 6 years ago.
- 398** Services to be accessible in a timely manner. Quality of care. Expertise to provide the service, skills and knowledge of the people who are providing the care to patients. Safe care. Kindness. Flexible. Competent and consistent care.  
Partnership working to provide a streamlined pathway. Joined up working and systems so records can be seen.  
Services available in my area and where to access them.
- 399** Being involved in decision making about my own health and well-being, having access to all my diagnostic and health records online ans being able to access the relevant expertise/advice when I need it

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 400** Being able to get through in reasonable time to my GP Practice if I feel unwell or wish to make an appointment
- 401** it is important to be healthy in order to have a good life.  
To have a good access to health-related services.
- 402** The NHS needs to recognise the cost of living crisis now – I’m told to go to classes and see people in the community that will make me healthier but are expensive for me and my family.
- 403** Getting provision for a multi disciplinary approach to Chronic disability long term like M.E Chronic Fatigue Syndrome.  
There is no care plans or direction. Nobody takes responsibility for it. There is no group support or individual support.  
Closest is Sheffield which is not good if housebound-bedbound.  
Only professional support have not got the specific training for M.E . Also many hospitals and GPs are behind the times with There understanding and approach to M.E. and it's patients.
- 404** Being able to carry on with walking & cycling into my later years, without the stress of working.  
Being able to get a GP appointment when needed instead of the constant worry that something is wrong.
- 405** Having time to be active and spend time with my family
- 406** Being able to see my doctor on the day I feel ill not 2 weeks later. Constantly worrying about heating or eating. Sick of being treated as an afterthought because I am older. Worrying about social care and if I need it will it cost me my home. Will there be an NHS if I need it. I volunteer but wonder the way this country is being run if I will have the help I need. Lots of my friends feel the same.
- 407** My mental health is my current priority. It's hard to try and improve your health and well-being when working full time, but I now have to for financial reasons with the cost of living crisis. There needs to be more practical resources for people in full time employment as services tend to be 9-5. I would appreciate easier diagnosis of mental illness, or just a service where you can wait to be assessed and then told what the issue is rather than having to guess and get referred somewhere specific that may not recognise another illness you have.
- 408** Quick & easy access to the GP (without being quizzed by the receptionist)  
Access to well-maintained parks (for walking/jogging)
- 409** Access to timely and robust medical support for physical and mental health.
- 410** Amount of sleep I am able to get, how much exercise I can do, my diet and if I am able to be socialising with other people.
- 411** Relationship with family and friends  
Good diet  
Exercise  
Enough money not to worry  
Free and quick access to health care  
Safety in my home and on the streets and public transport
- 412** Trying to avoid news ala bbc
- 413** Being treated fairly and having access to services when needed.

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

**414** Getting care for me & my family in a timely way when we need it - be it an ambulance, a care home, a GP appointment - it is a scary time given that the NHS seems to be at capacity before winter properly starts

**415**  
That my working life doesn't take over and have a detrimental effect on my health & wellbeing. I feel that my physical health can suffer when I spend too long sitting at my desk/staring into a screen and my mental health can suffer when I have a heavy workload, or when I am working in isolation from my colleagues. I value remote working, but I also value having some periods of time to connect with people face-to-face. I also value opportunities to engage with my colleagues socially outside of work.  
What matters to me most is being physically and mentally well enough to be able to look after my family/children/friends and to have the energy and drive that I need to do the best work I can in my job.

**416** Mental well being and age related ailments

**417** Keeping people in their own homes by being supported either disabled children/adults or the elderly. Allows people more control about their futures

**418** Both a good health and wellbeing matter. Access to affordable leisure facilities, outdoor activities

**419** Being active  
Managing mental health  
Doing what works for me

**420** To be able to access Health care

**421** Loneliness

**422** Being able to have a good work-life balance, having time and space to switch off and relax, feeling safe at work as well as at home, having people around me that I can trust and who listen to me and treat me with kindness, people around me who I can rely on.

**423** Time to be outdoors in nature. Getting support from peers and not being isolated. Support with anxiety and the cost of living.

**424** Being able to access help when I need it.  
Having access to outdoor spaces.  
Being comfortable in my neighbourhood... including good policing, safe places and social activities.

**425** What matters to me about my health and wellbeing is fitting in the time to look after myself on top of working commitments. It goes without saying that as we get older it gets harder and the emphasis shifts to trying to maintain a healthy lifestyle even more so. Personally, my health and wellbeing has become harder to achieve, but it matters to me more than ever to balance this along with work. Lack of time along with expensive facilities that don't offer out of hours for the more mature customer is a problem.

**426** In my early twenties I sought professional help for anxiety and depression, and though my anxiety has never really gone away, it doesn't impede my everyday life. This matters to me because I have two children I love and adore, and I know what it was like growing up with parents who suffered with mental illness. Health and wellbeing matters or we would not be able to function in society.

**427** When i approach a service, be it trans related or otherwise they have an awareness of trans/non binary people and treat us with appropriate respect and professionalism

**Ref No. Appendix 2: Survey answers – Please tell us what matters to you about your health and wellbeing?**

- 428** That I gave the right information about managing myself - fast access when I can't manage myself.
- 429** I want good access to my doctor and good access to a pharmacy. This would resolve ongoing issues with my physical health. I need access to out door space for exercise and to aid my mental health.
- 430** To be fit and active to allow me to participate in and enjoy life
- 431** Access to doctors when you have a medical issue. The current system is not functioning and you have to wait weeks for an appointment. There is a mad rush in the morning to get an appointment. It's usually fastest finger first.  
Once the appointments have gone for the day you cannot book an appointment later in the week you have to dial again the following day and the groundhog cycle continues until you are lucky enough to get one.
- 432** I don't access health provision very often, but would like to be able to access it when I need to. More connected-ness between different services.
- 433** Access to a GP. Not to be told to phone back the next day.
- 434** Having somewhere to go to share concerns and thoughts outside of my work circle, and having someone actually listen to me.
- 435** Getting the right balance between time spent at work and home life. As staff shortages are common, trying to not get stressed out whilst at work due to understaffing and the expectations of management that everyone is happy in the chaos and can still produce the same turn around time as if there were the right amount of staff. Making sure your time away from work is spent with friends and family doing something you enjoy.
- 436** The ability to access medical help easily and quickly where necessary. The reassurance that I will be well cared for by the NHS and that good social care will be available if needed. I would like to see better scrutiny of residential homes as some fall well below acceptable standards. We should not have to worry about the quality of care we receive or where we may end up and this is particularly important to older and vulnerable people and their families.
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## Appendix 3: Survey answers – Anything else you would like to tell us?

This section of the report presents the full responses of residents of the substantive questions 'Anything else you would like to tell us?' The order of responses has been randomised, with new numbers being assigned for ease of reference. Personal identifiers have been removed.

Ref No.	Appendix 3: Survey answers – Anything else you would like to tell us?
1	More support for maternity voices partnerships as they really do give women, birthing people and their families a voice but there needs to be more funding and awareness
2	I am concerned that I may not be able to access medical care in good time should i need it. I am worried about threatened NHS strikes. I believe NHS staff deserve more, but is now the time to demand it?
3	Carer support for Carers. Knowing Your Right As A Carer. Training On The Care Act. Access To Free Flexible Education
4	Mental health services need serious attention. I have seen many people in early stages of depression (for example) who wait months for help, during which time their condition deteriorates and more serious intervention is needed. Good communication and cooperation with voluntary agencies and the churches could help - certification to ensure good practice could be quickly implemented because many such agencies already have good practice guidelines and safeguarding in place.
5	Thanks so much to the NHS for all they do.
6	No thank you
7	Can only ever see a nurse
8	In my opinion there is a lack of community emphasis on health and wellbeing. Lack of leisure facilities that are affordable and not just geared around schools. It is important to include the schools, but if you work going while schools are on isn't feasible. I have cancelled my gym membership as I just don't get the time to go and if I did cannot get to park and it is too busy. It is not just the inner cities that need access and help, sometimes it is the outlining communities that get forgotten about and not everyone drives or can afford to travel. Serving the wider communities is just as important or they get forgotten about and villages die as there is nothing happening in them.
9	Having a support network in place for your own mental wellbeing whether that be at home or work Having access to other agencies that may be able to help/signpost
10	ensuring support is consistent
11	There needs to be less waiting times for people with mental health
12	Not clear what the improvements of the ICB will be - it looks like you have just put the CCG's into 'Places' and added a layer of management and red tape.

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

**13** Access to mental health services for teens / young adults in my area is poor. My 18 year old son has been suffering with anxiety and panic attacks for a number of years now and the only thing he has been able to access was CBT which he didn't find beneficial. This has had a significant impact on his wellbeing, education and social life.

We also suspect he may have ADHD but he was told he was 'too old' to be referred for assessment.

**14** Many GP's are still only seeing us via telephone call which may leave room for mis-diagnosis and also means there is a smaller time frame to discuss the issue.

**15** You can't meet the needs of everyone all the time and whatever is prioritised and provided will not always suit everyone, but that is okay. If you can sign post to other organisations that provide the service, you don't in the local area is great.

**16** I often don't need a doctor but if I did I wouldn't have much faith i would be seen promptly

**17** it would be great to having access to staff networks and having the protected time attend these meetings to look after mental health issues.

**18** I have previously had to visit the dentist out of hour my experience was really poor and made me feel like I was wasting their time.

I had fallen and chipped a tooth and pushed one back. My dentist recommended I visited one straight away so a splint could be fitted (this was not done) My Dentist was appalled and said I should have had the splint done and a course of antibiotics should have been prescribed.

**19** I think much more in health care treatments need to be implemented/ put in place.

**20** Hospital waiting times seem to be a concern at the moment.

**21** Would like doctors to work and see patients, be signposted and referred when appropriate, like to not be fearful about receiving clinical care that is not appropriate. there is a lack of trust in clinicians especially many GPs that claimed to have been stretched and over worked during covid but feedback says they simply locked their doors

**22** Don't mind talking to a doctor over phone

Instead of sitting in the surgery and then if a visit required arrangements can be made

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

**23** If it weren't for the above described damage, I would have lived a very fit and healthy life. Instead, I had to retire from my work after 12 years in the telecom/power industry. I had to suffer unfair scrutiny from the benefits agency for 35 years of needing sickness benefit. I had to suffer ignorance from my doctors and other medical specialists until I eventually presented them with undeniable evidence of the real cause of my long term illness. Suddenly the decades medical staff narrative goes quiet when they can no longer deny the physical cause of my illness, all attempts to place the blame on psychological imbalance fall away, no longer being viable.

My misdiagnosis has been exposed after 35 years of illness.

I now have official NHS diagnosis of Electro Hyper Sensitivity (Severe) linked with Functional Neurological Disorder.

Because of wireless radiation, hospitals and even my own surgery have become toxic places when I must visit them. Either I pass out from increased exposure (the last two visits), or my original reason for visiting is prolonged. I have no safe way to seek effective health care should something require my attending.

What will the Integrated Care Partnership do to address my urgent and life threatening condition?

I would request some response from yourselves on this issue. Thank you.

**24** PCT days you had better patient services. Health and well being starts at primary care level!!! Get primary care working like it did

**25** to be able to have the same person who addresses my health care needs so that I don't have to regurgitate my story

**26** In terms of CANCER.  
It is referred as: Cancer Wait Times.....various depending on how referred?  
Note: CANCER waits for no one

**27** The externally pressures financially affect well ding massively

**28** Cleaner environment

**29** I see a lot of medics and nurses. They are mostly awesome and trying really hard to help. Some problems are massively under resourced compared with others. Womens problems, for example. My son wont get seen for his ADHd for ages yet - it was first picked up by a teacher three years ago now. Does this kind of thing need another department to look after it?

**30** better funding support to VCF to make sure we reach the most disadvantaged/deprived communities

**31**  
Policy decisions about what is funded, what isn't or changes in criteria for assesments or prescriptions have huge impact on people's lives far beyond the person directly impacted.

Far more consultation and transparency is needed prior to any changes.

**32** I would like to have the right to choose a therapy which is best suited to the problem I'm experiencing. I want a truly integrated health care system that treats me holistically.

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

**33** No appointments with the doctors hardly, the longest of queues every time that you go to the chemists (over half an hour just to pick tablets up), increasing cost of living is a big burden, affecting health & wellbeing.

**34** All health needs start with Primary Care. it is the First Port of Call

With the changes from CCG to I.C.S./I.C.B. the Clinical Voice is of paramount importance

Hospital Trusts need to reconfigure to meet the needs of the local population, no Trust is meeting the 4 hour target. Target yes, but all are way off the mark.

Out Patient appointment times, must be met, within a window of 15 minutes.

**35** A clear direction from the Exec team about % time expected to be back in the office would massively help my own and others' HWB, as this can and does provide a great amount of anxiety.

**36** Help on how to manage and take control of stress

**37** A lot of GPs need training around mental health as they often come across as not caring

**38** Community mental health services in sheffield for people with severe and enduring mental illness are terrible. Also really poor acknowledgment from any health service ,( dentists,Gp, CMHS etc..) of accommodations required when autistic. Most services are breaking the law by not making needed and reasonable adjustments to not create barriers to healthcare for autistic people. It's not taken seriously as a breach of the stability laws. Better understanding of how living situations can impact negatively on health and the lack of adequate support for autistic adults without learning disabilities.

**39** I don't like being told to go and do my own research into adhd when I have done my own research and found more in common with bpd but had that ignored. I don't like being told to go back to iapt when they've already told me there's nothing else they can offer. I don't like being shoved around from one organisation to another. I don't like people deciding what's wrong with me after a short conversation. I don't like the drugs I've been given. I don't like asking for help time and time again only to be let down. I don't like the way I have been dealt with by anyone for the last 5 years.

**40** As a member of my practice's PPG, I am aware that many patients do not understand the value and qualifications of Advanced Nurse Practitioners - we still hear people say, "I want to see a PROPER doctor"! More educational publicity would help.

**41** If a GP or other health professional needs to call me back, then I need a timed appointment -to be told by a receptionist at 8am that the GP will call you sometime today is not good enough. At the very least a morning or afternoon should be stated along with a 2-hour time frame.

My elderly father waited all day to be called back when he was really ill. The GP called him at 3.45pm with no intention of seeing him at the surgery as he announced on the call that he was finishing at 4pm!

42

I would like to know more about the ICS/ICB and how Doncaster will still be seen and invested in as it's own place and everything doesn't just become about Sheffield. Where's the engagement for local people gone? You're introduction to this survey states 'your answer can be as long or short as you like, it can be in words or pictures' - how? There's no option for someone to upload a picture. How are you gathering the thoughts of people who aren't online or subscribed to this newsletter? Digital poverty in Doncaster is huge with people selling their phones to pay their heating bills. Many people don't speak English - why don't you ask these questions in other languages and really attempt to understand the pressures and concerns people have about their wellbeing?

43 Nope

44 There is too much emphasis on calling an ambulance and using A& E as a panacea for all ills. The hospital staff are being abused by the GPs and their systems.

45 Stop wasting money on shite like trans-bollocks and treat real conditions

46 Help with keeping fit when you have a SEND child  
Mindfulness sessions

47 I grew up in poverty in a neglectful and abusive household. It's only now I'm older and accessing private counselling that I understand the extreme negative impact this has had on my whole life. I didn't seem to be able to access any mental health support through the NHS. I did try, unsuccessfully, to access help a number of times. In my view it is designed for well-off, articulate people who have generally been mentally well in their lives and who are going through a bit of a low point and are able to describe how they used to feel good and how they are currently feeling bad and want to feel good again.

Our mental healthcare system is not designed for people whose lives have always been difficult and who have always had poor mental health. If you've always had poor mental health, you don't know that things could be different for you, it's harder to describe what you are going through and so it's much harder to ask for help as you don't feel like you deserve it anyway. And then if you build up the courage to try to access help and you get dismissed, it makes you feel worse.

In our mental healthcare system - there is help for people who are experiencing a bit of a dip (IAPTS) and for people who are in a crisis (Community Mental Health Care teams and sectioning) but nothing for people who have experienced complex trauma but are not in a crisis state which is a risk to others.

I went to the GP and explained I was suicidal and needed to talk to someone. I experienced extensive childhood sexual abuse and I believe I have a dissociative disorder as a result. I had been suicidal for most of my life and was in crisis. I received no help. I have had to pay to access help. I only found out about counselling as someone in my workplace suggested the free EAP counselling programme as they could see I was in extreme distress. After my 6 free sessions, I'd built a relationship with the counsellor and I decided to continue. I ended up seeing the same counsellor over a few years due to the complexity of my situation and the level of distress I was in. And I have very limited funds - I receive Universal Credit while also working full time - and so having to pay for therapy has impacted on my ability to afford

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

things, like being able to take my kids on day trips out or on holiday. I made the decision that my kids having a stable mum was more important in the long run.

**48** We shouldn't have to pay for period products!

#ENDPERIODPOVERTY

**49** Currently even though we are through the COVID-19 pandemic it is very challenging to get a doctors appointment at my local health centre. What are you doing to address this. My elderly mother is deaf and disabled and the only way she can get an appointment is ring for one, obviously this is not an option for her. She doesn't do online so can't access this way either. What are your solutions for this?

**50** I worry about the impact of the cost-of-living crisis on the health and well-being of others in the community and feel it needs a full systemic approach to addressing this impact- thinking whole families- children, parents, older adults together.

**51** I also worry about the amount of new housing being built, but no new supportive infrastructure such as GP surgeries and schools.

**52** I don't feel safe at all in the centre of Doncaster , even in rhe daylight, and I avoid it as much as possible.

**53** On a personal note, my mum is getting older and I am finding that the health services appear to be very disjointed and confusing. There is a push to go to virtual, but my mum struggles with technology and I'm sure she isn't the only one. There is also something about being more explicit about what appointments are, particularly with the Acute Trust. I spend a lot of time calling services to find out why mum has been called to an appointment. She doesn't remember what she has been told most of the time.

**54** Hideous/absent care in Rotherham from the Balby-centric Rdash NHS Trust. PPG ineffective in my otherwise-good GP surgery. Is the NHS app any good for information about surgery news (eg navigators)?

**55** I have insomnia , my children not living with me and only having sporadic quality time with them. These 2 things make my life harder and affect my health and well being. I also have Fibromyalgia, mental health difficulties from trauma and Aspergers syndrome.

**56** Health is so much more than healthcare. Connecting the wider partners who can (greatly) influence the health and wellbeing of communities is welcomed. I believe the partnership should take bold and compassionate steps to providing the best possible environment in which our communities. This should involve courageous interventions, designed with the public interest at its heart.

**57** My recent experiences of dental care and emergency GP services and clinics have been appalling.

**58** Overall NHS services are outstanding.  
I'm very pleased

**59** Yes we need to re focus efforts on keeping the general population fit and healthy. You could use a number of initiatives to gently engage with people who choose not to partake in the activities provided.

You could team up with a local supermarket and get them to provide healthy food option vouchers at discounted rates.

Promote keeping fit as an alternative to sofa surfing.

Access to medicines is fast becoming an issue with two chemists in the village who seem unable to get their act together to provide a service to their users.

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

Lloyds chemist should be taken over by the Swallownest practice and any profits made should be reinvested in better services for the catchment area.

**60** Shouldn't have to pay for period products

**61** Social care is what stops people being discharged from hospital. There are not enough care packages in the community.

**62** I'm fortunate to have good quality housing, cash to afford healthy choices like fresh food, and time for regular exercise. For this reason, I'm in generally good health, but I have recently started treatment for an underactive thyroid. This was picked up early, so it's helped my energy levels and I've also lost weight.

**63** Concern about the increasing cutbacks and privatisation in services especially in dementia care

**64** No

**65** it is important to focus on reducing the health inequalities in order to improve the health and wellbeing

**66** Why does each trust have its own senior management ceo etc costing millions

**67**

Mental health goes hand in hand often with having a chronic illness. I have been pushed from IAPT, core mental health as they have not got understanding or resources to deal with this its easier to discharge back to GP and put you on antidepressants which is not resolving the problem at its core. It seems unless hour self harming or a harm to others there is nothing other than online courses and antidepressants. Not good enough!

**68** I book appointments for myself and parents at GPs and it is a stressful process.

**69** After I was told by 2 doctors that I was too fat to be treated, and told by a physiotherapist that the pain I was in was all in my head, they left me with no confidence. Now I only really leave my house to go to appointments and to go to the shops. I suffer with severe anxiety and when I need to go to the doctors it flares up really bad. That's how much the words of the 2 doctors have affected me.

**70** Recently a family member was sent home for palliative care. She was at home for 10 days before a doctor/nurse could come to the house to see her. McMillan couldn't visit her for 2 weeks for an assessment. Really not good enough.

**71** Ensuring our most vulnerable residents are supported with good advise and support.

**72** N/a

**73** I would like to get out more without the car but can't ride a bike very far. Al electric bike is a gr8 idea but way beyond my disabled benefits allow. It would be good to have a council person as single contact to speak to about anything.

**74** Information and guidance needs to be tailored for different demographics - ages mainly.

New technologies and techniques should be adapted for younger audiences while more traditional methods should be used for older audiences.

**75** I have had experience of poor quality residential care of dementia patients . I reported this to CQC but am concerned that the problem is widespread. My experience of an NHS run home was much better and I really wish that all provision came under NHS control

**76** Anxiety and depression is more apparent with the cost of living and people need to ask for help and talk more

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

- 77** To not have to worry about money, having enough fuel to do my job, or having to do 3 times as much work because systemically changes aren't made quick enough.
- 78** I appreciate the NHS services
- 79** Really concerned about the low percentage of cancer that is diagnosed at stage 1 & 2. Also low levels of Health Life Expectancy in Barnsley
- 80** They helped save my Dad's life and mum was ill too.
- 81** While mental health is important I feel that not enough emphasis is on " what is normal"....sometimes we have down days like we catch colds and my concern is particularly younger generation think they should be "happy" all the time.  
I do think more resources are required in mental illness, but we need to be careful we are not creating more long term problems by suggesting the occasional "down" in mental health is a long term problem.
- 82** Support for sexual health in discreet settings
- 83** I think that Primary Care services are part of our problems within the NHS. Early intervention at the Primary Care level could possibly make a hospital referral less likely. This early intervention could be a range of services such as physiotherapy, diagnosis by x-ray where indicated.
- 84**  
Allow young people to teach some staff how to talk to other young people in appointments
- 85** Getting and appointment to see a GP in Rotherham is so difficult for a lot of my friends and family. You have to call every day at 8:30am, hold for a very long time, only to be told the appointments have gone and you need to ring back the next day. Then they call 111 or go to A&E when they don't need to, or leave things until it's too late.
- 86** I would like to feel listened to, and the waiting lists to be shorter.  
I would like to have language used that I understand rather than NHS speak
- 87** Having a long standing condition i am supposed to have a yearly check up, this is impossible as you can never get an appointment and because it is seen and not important you are told to just call back! You should be able to make advance appointments through your GP surgery for long standing conditions.
- 88** There is such inconsistencies in services, lots of waste and far too many managers and not enough staff on the ground.
- 89** On a personal note I don't see the hospital setting as a nice place to work these days, mostly due to ineffective and poor management, and we appear to be getting top heavy.  
  
I also believe that nurse/clinical roles should be paid more than office roles ... I work in administration and when you see the qualifications and expectations of clinical staff compared to office roles I think it's a very unfair system.
- 90** I fee there needs to be more support at the early stages



**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

**91** I also want to be able to access services at an appropriate level - the pandemic has shown us that telephone calls and video calls with GPs/ consultants/ practitioners can be just as useful as face to face. And it is useful to have a continuity of care - so that you can see the same doctor (within reason) about the same issue. And a quiet word for the vulnerable: It really doesn't help being told in text messages and in waiting rooms that you will be sanctioned if you don't attend. Remember that waiting times are often very long - sometimes it takes a great deal of courage to see that doctor. If that courage fails then that is a reason to keep trying - not to give in on people! And sometimes people's lives are just so dreadful or chaotic that looking after your health is the least important thing that day.

**92** No

**93** I have autism and learning disabilities so my carer is completing this for me.

**94** The ICB/NHSE must also carry out a public campaign to divert inappropriate demand away from hospital and GP attendance.

**95** I am totally opposed to the rampant transfer of the NHS to private enterprises. 12 years of austerity and conservative rule mean that the NHS is becoming not fit for purpose. The COVID pandemic exposed the inadequacy of the health systems - billions were wasted during COVID to keep the government in power and to line the pockets of conservative donors and sympathisers.  
I work for the NHS as an advanced Nurse Practitioner and have worked in the community setting for 40 years.

**96** Staff working in our healthcare don't deserve criticism for the lack of organisational support from Government in the weaknesses of the system.

**97** The NHS is still a wonderful institution - an absolute anchor in our society.

But the workforce is in a mess, and social care is a mess.

'Integration' must be exactly that - a REAL joined-up cradle-to-grave health and care service.

With 'integration' comes an opportunity to rethink how NHS money is spent. There must be a persistent effort to work continually towards prevention and early intervention. The NHS has almost become just an acute responder. The ICP (and ICB) should be pressuring the government to grasp this and act differently.

SY Integrated Care System should take very seriously Clause 6 of the NHS Constitution: "...committed to providing the most effective, fair and sustainable use of finite resources. Public funds for healthcare will be devoted solely to the benefit of the people that the NHS serves." This commitment should drive ICSs to commission from not-for-profit providers by default. Shareholder's dividends have no part in this commitment to best value for money.

I hope the ICP will hold the ICB's feet to the fire on public involvement at every level. Continuous improvement is key - and REAL citizen input into that is essential. The ICB's terms of reference put public involvement and co-design of services at the centre. Please make sure that happens properly!

**98** Concerns regarding waiting times for NHS services

Concerns that coming out of Europe leaves us short of medical staff needed in the NHS

**99** no

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

- 100** Pulmonary Rehabilitation is a must.
- 101** Keep it simple - most strategies I have read are in a textual sense as impenetrable as Latin was to the laity before the Gutenberg Press opened up understanding.
- 102** My husband is currently waiting for an operation and we are struggling to find out if he is on a waiting list, how long he will have to wait.  
Thos is causing us anxiety.
- 103** Support for parents of children with Downs syndrome, and other disabilities. Ongoing networks to provide advice/support with complex problems relating to the condition. When not is an acute setting.
- 104** My health and wellbeing including my mental health would benefit from having regular activities to ensure that all my health issues are settled and mental health support to help me ensure that I am feeling well.
- 105** Why do we have to go from Barnsley to Rotherham hospital for the sleep apnoea service. Why can it not be run one day a month from Barnsley Hospital. It take three different busses to get there and about two and a half hours each way. We need services in our own towns not all over south Yorkshire.
- 106** Time frames are way to long for diagnosis of autism for both children and adults. There is also too long a waiting list for counselling especially for Children. There is a huge lack of support for children (under 13) with anxiety in our area and more should be available to support them.
- 107** If SY ICB is considering commissioning a diagnostic service across that will carry out assessments across SY any EOI committees should include people that have had experience of accessing an assessment. I would suggest they invite people from outside of South Yorkshire and include people that have had the opportunity to self-refer to a service (Leeds Autism Diagnostic Service) and The Service in Grimsby both offer self-referral. The committee should also ask people that live in other areas of West Yorkshire.
- 108** I realise I am lucky to enjoy pretty good health, maybe down to heredity and my 71 years in the welfare state. Will our children and grandchildren have that? Very worrying.
- 109** Despite my request to see an orthopedic surgeon regarding probable knee surgery, made to go through useless Muscloskeleton Service, before surgeon's referral.  
Even when they eventually agreed my preferred hospital choice was ignored until I corrected this.
- 110** Appointments everything seems a battle to get your health care sorted
- 111** Experience of stroke service which was fabulous but after a while NHS assume recovery this is not always so. Could yo with yearly top up service to maintain home residence support to stroke victim and carer. Really frustrating trying to get renewal of blue badge and rate reduction. People do not always recover.
- 112** Do something to help support and save NHS and it's staff before it's too late
- 113** Get the GP's to actually get of their office chairs and do their job, which means: GO OUT AND VISIT PATIENTS! So called phone triage is costing lives and more strain on 999/101. That lot are now an absolute disgrace and do not follow the NHS constitution (look it up if you are unfamiliar, and if you are unfamiliar, that just shows the state of this cut and paste "service").
- 114** Its really difficult to get a GP appointment without support from someone who speaks english .

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

- 115** Maintaining the ethos of no wrong door for access
- 116** I'd like more specific clinics that you can book an appointment directly i.e. not have to be referred by your GP - skin, menopause, heart monitoring, aging, women health in general, etc.  
Air pollution - more monitoring of factory outputs that are near to homes  
More of a hollistic approach to health and wellbeing.  
More signposting to other agencies/organisations that would be of help to patients deal with issues that are affecting their health -
- 117** Being able to access support that introduces natural therapies that helps to maintain we'll
- 118** I avoid negativity and bad news
- 119** More training in customer relations for GP reception staff - some are very unprofessional and have complaints regularly but nothing appears to be done.
- 120** No
- 121** Throughout the towns we need to be able to see a Doctor
- 122** I suppose I am rolling along through life trying to avoid further health issues as I go.
- 123** Generally, I'm happy with the NHS in Rotherham as an outpatient.
- 124** I realise that there are checks that need to be made when you are being prescribed regular medication but our GP doesn't tell you when your review is due they just issue you with a red card and only half your prescription which makes you feel like you are back in nursery. Sometimes the GP will half it again and on one occasion I ended up with a two week supply instead of two month which is very costly when paying for medications.
- 125** Keep the drains cleaned to help stop flooding.
- 126** I have experienced patchy care at best with DBTH over the years, we're desperate for a new hospital with renewed investment.
- 127** Physical & Mental health could be improved by easier access to social care!
- 128** The system is struggling with understaffing and high demand. Need to focus on prevention and management at home
- 129** my GP surgery didnt want to engage with its patient participation group remotely during covid so no voice to raise issues. PPG system ineffective
- 130** Shocking delays and lack of doctors at Tickhill surgery.
- 131** More money needs to be spent at grass root levels
- 132** I am usually a positive person but the state of the country right now is very depressing. The cost of living is also getting more difficult. Why should I need to think twice before I turn my oven on or the heat? We are going backwards as a country and we shouldn't have the number of food banks that we have.
- 133** Consistency in services is needed people need reassurance that they will get support at the time they need it. Some services are expensive such as day care. People cannot afford to attend these which can isolate people which in turn escalates other problems that they may be experiencing. Some services are set up then finished this has a massive impact on people's wellbeing as the support is pulled out from them.
- 134** Feel my work life balance is affected by my managers perception of how flexi works and it being more focussed around the business than my interpretation of how flexi should work for all parties.

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

- 135** I don't believe there is enough tangible help to keep healthy.
- 136** My mental health has suffered for the last two years but not been able to talk about it.
- 137** The standard of level of care should not differ just because you live in different areas of the uk.
- 138** On the whole I think the health care provided is excellent. Having recently undergone cancer care, the support and care provided was excellent. I do feel this has diminished somewhat since my treatment has concluded, and think the gp follow up has been less than ideal. Whilst covid has impacted things, this should no longer be the case.
- 139** I haven't been able to park at Barnsley Hospital today for hubbys appointment. Luckily I drive too so had to leave him on his own and come into town to park
- 140** We need the government to listen to carers more as we are falling through the gaps, we know everyone is struggling but i believe as parents and carers the government are just labeling us with everyone else, parents and carers need to be heard i dont want to hear of parents and carers taking there own lives because they have no where to turn, we have tried to make it easier to come to the youth club by scrapping our £2 entry so that we get every parent to attend to get the support that is needed.
- 141** We are all different so a blanket policy can often harm and reduce quality of life and the care we receive. Patients voices should be at the table right from the start of strategy and pathway development. Lived experience is just as important as medical knowledge to ensure service design and care are fit for purpose and provide value for money.
- 142** Due to cutbacks on bus routes it is challenging for some patients to get to medical appointments on time or even at all. Buses are either late or don't turn up at all which is very frustrating for those who don't have a car or who are poorly in the first place as the stress of unreliable public transport makes them feel worse.
- 143** Receptionist at the doctors could do with being instructed that a polite, patient, considerate and caring attitude is a must and that confidentiality and privacy is key.
- 144** waiting lists needs to be reduced somehow as i was told by my hospital doctor that if i wanted to be treated i needed to go private and pay for it. This is something i can't even do or else i would have done it already.
- 145** Bring back the Patient Council and GP Groups or similar - so that we have ways for the voices and experiences of patients to be heard.
- 146** Schools often struggle to know what they can do to help adopted children and typically continue to use shame based discipline methods. They need more training on trauma informed working.
- 147** Clean air is as important as clean water, therefore more emphasis on indoor air quality, better ventilation, filtration etc.. especially in shopping centres, schools and other busy indoor spaces.
- 148** There needs to be more local groups to join to get you out & meeting people but not just for over 50s!
- 149** Having sensory processing issues with a occupational therapist within Rotherham
- 150** Support to other services whilst doing their roles eg emergency services needing to refer people in mental health support or handover to care teams if the ambulance ate delayed

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

- 151** I feel like there are not enough opportunities in my role for me to connect personally with the people and organisations that my work is aimed at helping, I would like to hear more about the impact that the work I do is having on people, which I feel would improve my mental well-being and feel that the work I do is valued/making a difference.
- 152** I have family members and close friends who suffer with mental illness, and there is not enough adequate support available. Their experience is that they are permitted a limited number of counselling appointments, before therapy is withdrawn. How is this helpful when you can't possibly put a time limit on the healing process. I have written to GP's and mental health charities urging more help for those in need. In my view the current process makes a bad situation worse. Therapists just start to delve into the deeper causes of a person's trauma and therapy is withdrawn, leaving that person broken and more vulnerable than they already were.
- 153** You need to start doing something for Gypsy and Traveller people that is real. Not just stuff to make you look good. I am only doing this survey because I'm am so unhappy with you and how you use us to look good  
Pretending to do something then getting rid of it again  
You don't care about travellers you only care about your pockets
- 154** As above
- 155** NHS locally is extremely poor about disseminating the good news stories - we only read the negative in the press. Local agencies could be far more proactive in giving the good news (how many appointments/treatments/vaccinations, how many more staff, longer opening hours etc) and more up front about the negatives which they can do little about - ambulances, making doctor appointments (esp by telephone), access to dental surgeries, greater push on making online access accessible to all who are able to use it. Provision of more defibrillators, or funding of local bodies to arrange....
- 156** GP services are costing the NHS so much by not seeing patients . They openly say go to AE when they should be dealing with people . They are a disgrace to our country .
- 157** Everything is during the day or costs so low paid workers can't access

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

- 158** If it weren't for the above described damage, I would have lived a very fit and healthy life. Instead, I had to retire from my work after 12 years in the telecom/power industry. I had to suffer unfair scrutiny from the benefits agency for 35 years of needing sickness benefit. I had to suffer ignorance from my doctors and other medical specialists until I eventually presented them with undeniable evidence of the real cause of my long term illness. Suddenly the decades medical staff narrative goes quiet when they can no longer deny the physical cause of my illness, all attempts to place the blame on psychological imbalance fall away, no longer being viable. My misdiagnosis has been exposed after 35 years of illness.
- Because of wireless radiation, hospitals and even my own surgery have become toxic places when I must visit them. Either I pass out from increased exposure (the last two visits), or my original reason for visiting is prolonged. I have no safe way to seek effective health care should something require my attending.
- I now have official NHS diagnosis of Electro Hyper Sensitivity (Severe) linked with Functional Neurological Disorder.
- What will the Integrated Care Partnership do to address my urgent and life threatening condition?
- 159** Please put on some courses for staff it is always about patient wellbeing but staff are drowning and it is too much
- 160** No
- 161** We shouldn't have to pay for period products  
Men should be educated more on menstruation
- 162** More partnership working instead of people coming across brick walls when they don't fit in the box of an organisation. Ensure organisations know what other work is going on.
- 163** Everyone should feel safe in their homes and whilst out and about whether it be walking the dog, shopping, catching a bus, taking children to school, cycling etc. People should not feel intimidated, bullied or threatened whilst they are getting on with their daily living
- 164** It's important to me that I don't let work impact on my physical and mental health.
- 165** I worry when accessing services, that they will not be accepting of LGBTQ+ identities. I think all services need to make sure they have good training. Need more LGBTQ+ specific services, especially gender diverse services/groups.
- 166** Feel isolated and frightened that services we grew up with have gone..  
They call it progress!!!
- 167** GPS suck and this 10 minute appointment for one thing is wrong as many symptoms are connected and you not allowed to talk about it
- 168** We also need employers to act as responsible institutions in their communities. This is especially important for our anchor institutions, NHS, Local Authorities, Universities, who need to maintain their focus on good employment (not just a job) with regular hours, safe transportation and well being services. We need to train more young people into the workforce, and not just as cheaply as possible. We need to engage with schools & colleges to offer curricula based on labour market data, ensuring local people who choose to stay locally can gain good employment with prospects for development.

**Ref No. Appendix 3: Survey answers – Anything else you would like to tell us?**

**169** I am concerned about the drive for 'difference marking' in health and wellbeing. I have worked with difference across my career, and early on in the late 1980s, early '90s, the core goals were to manage difference inside the mainstream, and to avoid giving children and young people diagnostic labels (which could stick, and change their valence later, as cultures change, and could be a disadvantage). The normal range for 'neuro-typicality' is very wide, and I'm deeply concerned about labelling, and everyone else, as it were, because everyone needs to be taken care of, and resources follow the labels.

I'm also really concerned about the narrow views of gender - I've always been fairly androgynous - and not suffered for it. The 'gender wars' pathologize difference, and sex is one thing, and gender is another: a female cat is not gendered! This does affect my feelings of wellbeing, and how money in the NHS gets distributed, and this truly bothers me, and it might come to affect health care in general, detrimentally (I never thought I would become very questioning of Stonewall).

**170**

i feel that we under estimate the benefits of partner working and supportive agencies which can enable people to maintain their functioning both physical and mental.  
I would actively like to see a more public health model working alongside the treatment of ill health. We need to know and understand more readily what barriers there are to accessing health and what determines their decision as to which healthcare facility they wish to access

**171** People need to have confidence in their health service and this is greatly lacking now.

**172** Not having to see beggars on our roads

**173** I expect relevant clinicians to be appraised of my needs in advance by better use of technology

**174** There should be publicly available call management statistics for all GP practices

**175** Morale is quite low in general within clinicians, and other health care workers. We need to support each other and boost morale as much as possible.

**176** Money is being spent in the wrong places. A focus is needed on prevention and community support.

**177** Local initiatives such as this proposed integrated care strategy are a good idea, if introduced with due patient and public consultation. However, what's really needed is government commitment to proper funding of the NHS, to ease the intolerable burden on staff in all areas of health and to provide patients with the quality of care they require ...unlikely to happen at the moment, sadly.

**178** I have been gifted with good physical health (I do also work at it). Mental health is a little more fragile, largely because of bereavement

**179**

Access to a Doctor is increasingly difficult, for an underconfident person, almost impossible.

**180** Maybe more support at home for the elderly. Receptionist need training when asking at the surgery what your problem is.

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