

Doncaster LINK

Podiatry/Chiropody In Thorne/Moorends Survey Report

Report, findings and recommendations

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Survey Report

Podiatry/Chiropody in Thorne/Moorends

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Appendix 1 and 2

- 1 Survey Questionnaire
(available upon request or at www.doncasterlink.co.uk)
- 2 DJS Ltd Survey Report
(available upon request or at www.doncasterlink.co.uk)

Podiatry/Chiropody in Thorne/Moorends Survey Report along with Appendices 1 and 2 available at www.doncasterlink.co.uk or alternatively a hard copy can be obtained upon request by contacting one of the Host team on 01302 554970.

Introduction

On 1st April 2008 the Carers Federation were appointed by Doncaster Metropolitan Borough Council to be the Host for Doncaster Local Involvement Network (LINK). During the previous 18 months following the demise of the Patient and Public Involvement in Health Forums, a steering group had been active in Doncaster as one of 7 earlier adopter sites in the country to look at how the LINK could work locally.

Initially a Core Group (later to develop into the elected Executive Board) of local voluntary individuals and organisations formed the independent body of Doncaster LINK.

In August 2008 the LINK began its active work in engaging with the people of Doncaster Metropolitan Borough in order to seek their views in relation to the services provided in Doncaster.

The purpose of this work is to identify positive factors, unmet needs and concerns in relation to current service provision, then to liaise with service providers in order to influence positive improvements for the benefit of the general public.

In order to fulfil its remit of public engagement Doncaster LINK regularly holds events where people attending are able to express their opinions about the provision of health and social care services in the area.

During an Information Sharing event at Moorends Miners Welfare and Community Development Centre on 28th January 2010 a number of local residents raised concerns regarding access/information to Podiatry/Chiropody services in Thorne and Moorends. The information was presented to the Executive Board at their next meeting and it was agreed a sub group be formed to look at access to Podiatry/Chiropody in the areas highlighted.

The sub group held their first meeting on 4th June 2010.

Target Group

The Target Group was residents of Doncaster who live in the Thorne and Moorends area.

Research Process

To establish background information on residents of Thorne/Moorends access to Podiatry/Chiropody services. Doncaster LINK obtained policies, procedures, guidance information and assistance from healthcare professionals. The Clinical Manager of NHS Doncaster Podiatry Services met with Doncaster LINK and provided in-depth information relating to provision and priorities.

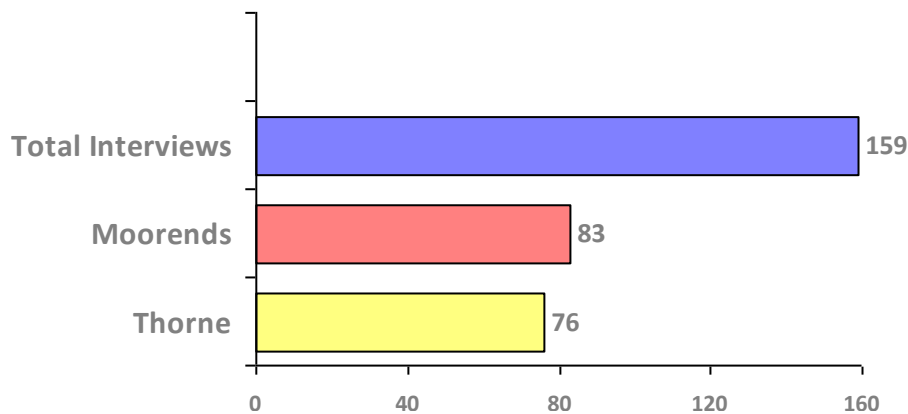
The sub group devised a questionnaire with reference to awareness of how to access Podiatry/Chiropody services (please refer to appendix 1). A professional research company, DJS Research Ltd, was commissioned to complete the field survey and produce a report (please refer to appendix 2) structured as follows:

- 1 Background, objectives and method
- 2 Profiling the respondents
- 3 Analysis
 - those aware of how to access services
 - those unaware of how to access services
- 4 Summary of findings

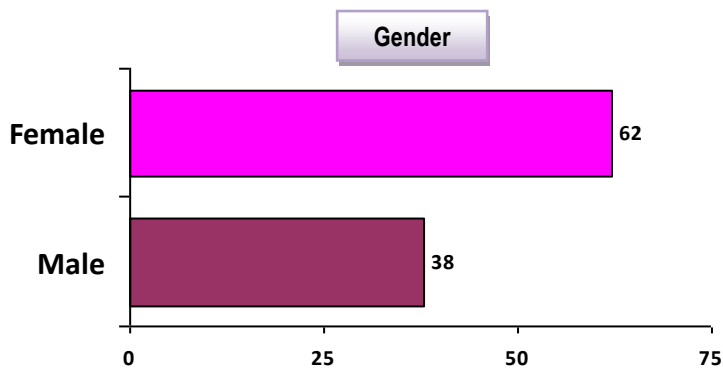
Questionnaire Topics

The questionnaire consisted of two parts. Part A to be completed by residents who had accessed Podiatry/Chiropody services in the last 12 months and Part B to be completed by residents who had not accessed Podiatry/Chiropody services in the last 12 months.

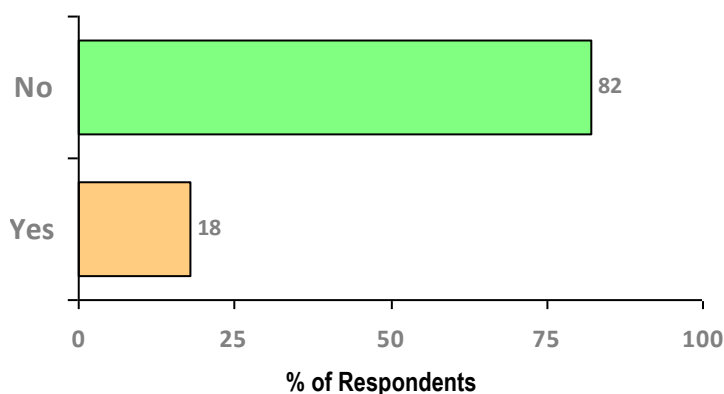
A total of 159 residents of Thorne and Moorends were surveyed:



62% of the residents who completed the survey were female and the remaining 38% were male.



Q1 *Do you know how to access Podiatry/Chiropody services?*

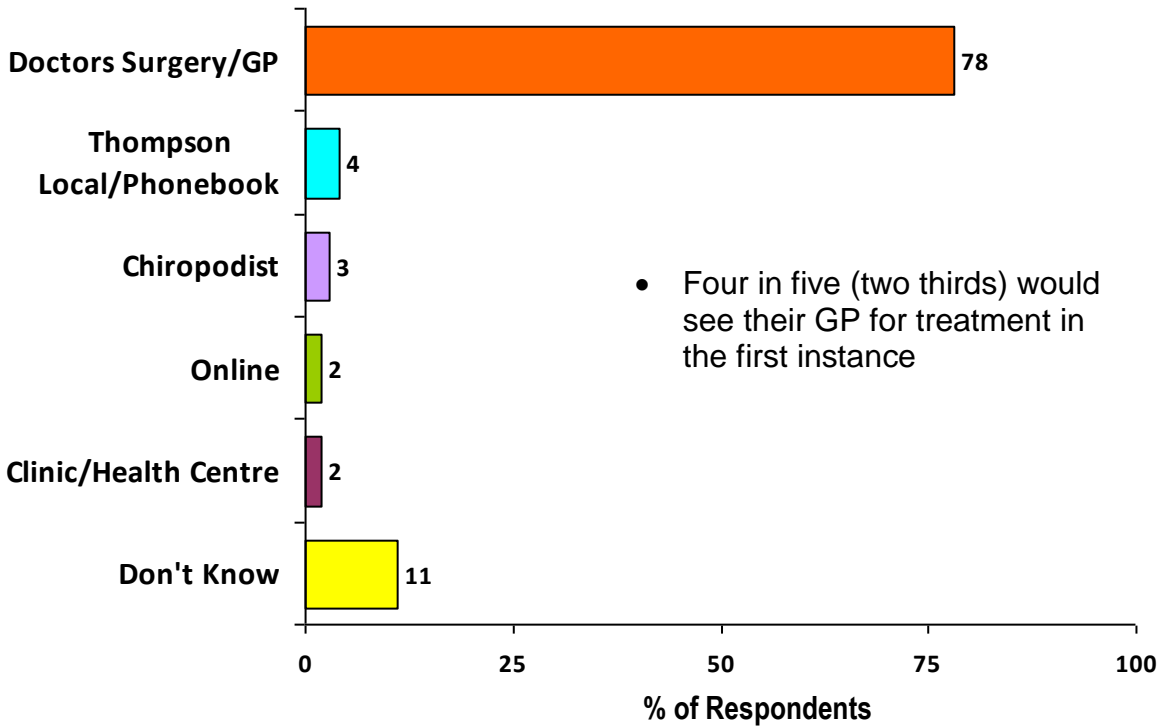


82% **do not** know how to access Podiatry/Chiropody services

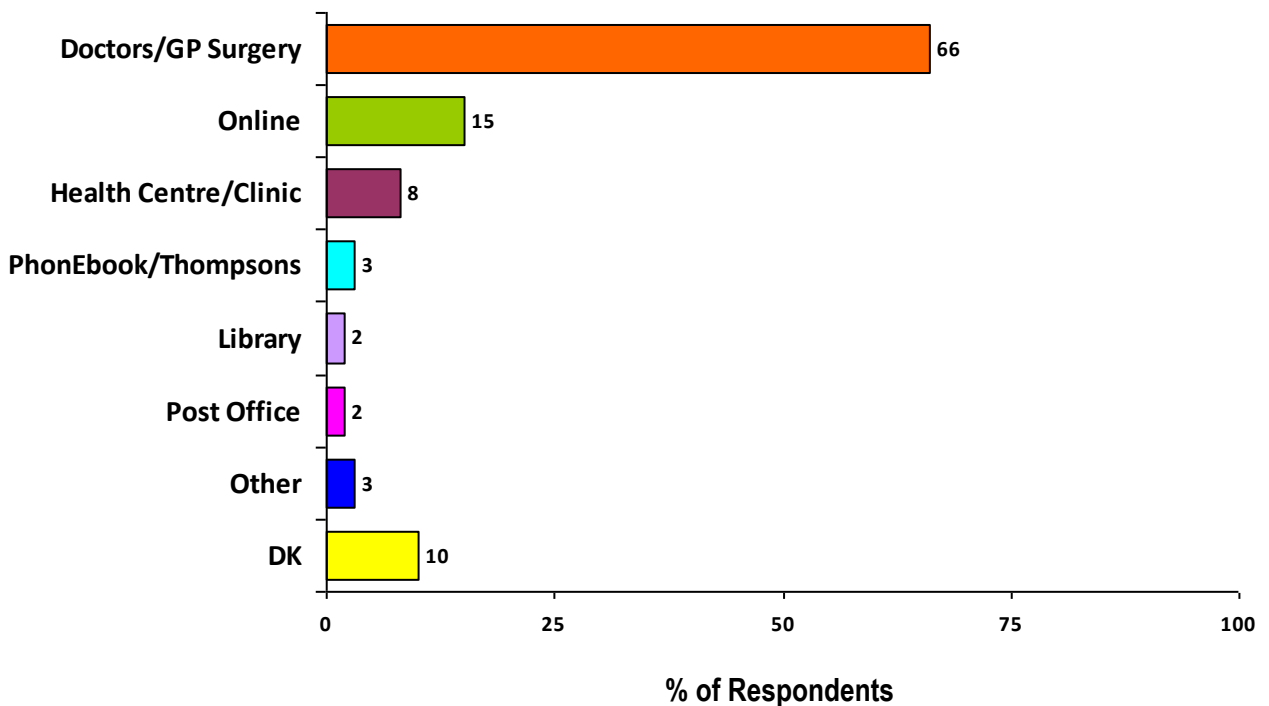
18% know how to access Podiatry/Chiropody services

82% surveyed who indicated they were unaware of how to access Podiatry/Chiropody services responded to question 13 and 15 as below:

Q13 *If you required treatment who would you go to in the first instance?*



Q15 *Where would be the best place for you to obtain relevant information?*



Findings

The survey shows of the 159 people surveyed only a fifth know how to access podiatry/chiropractic services in the Thorne/Moorends area with only 6% aware they could self-refer.

Of those surveyed who stated they were unaware of how to access the services 4 in 5 said they would contact their GP for treatment in the first instance, 3% were aware of the option to self-refer, 15% would look online for advice and 8% would look for assistance at their local health centre/clinic.

Overall respondents suggested:

- Shortening the waiting time
- Localised services
- Visual signposting to services

Recommendations

The residents in the Thorne/Moorends area of Doncaster should be better informed regarding the Podiatry/Chiropractic services available to them and how they can access these services as simply as possible.

- 1 Clients to be given appointments at a locality of their choice.
- 2 Poster and leaflets placed in GP Surgeries.
- 3 Poster and leaflets placed in Chemists and out of hour's services.
- 4 Poster and leaflets placed in the local Post Office.
- 5 Poster and leaflets placed in Community Centres.
- 6 A leaflet drop to all residents of Thorne/Moorends containing clear information regarding Podiatry/Chiropractic services in the area.