

# Podiatry and Chiropody in Thorne/Moorends



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**By DJS Research Ltd For Doncaster Local Involvement Network (LINK)**

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# Structure

- 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



# Background, Objectives And Method

# Research Methodology

## *Background*

- Doncaster LINK is made up of a network of individuals, organisations and community groups who work together to improve local services in both Health and Social care in Doncaster
- Doncaster LINK is keen to understand more about the levels of awareness and usage of chiropody and podiatry services in the Thorne and Moorends areas of Doncaster
- With this aim in mind, in July 2010 the group developed a questionnaire and approached DJS Research to conduct the fieldwork and reporting based upon the predesigned questionnaire



This report outlines the findings from the fieldwork conducted by DJS Research during August 2010

# Research Methodology

## Objectives

### Ascertaining awareness of how to access Podiatry and Chiropody services



- Measure usage of the services over last 12 months and the steps that led to this treatment
  - Info points
  - Referral source
  - Waiting time
- Understanding the nature of the treatment
  - Urgent/non-urgent
- Gauge levels of awareness regarding self referral
- Canvassing suggested improvements

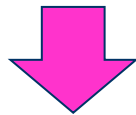


- Identify where residents would go in the first instance if they required treatment
- Gauge levels of awareness regarding self referral
- Understand the best location to place relevant information

# Research Methodology

## Overview

- Questionnaire designed by Doncaster LINK
- 159 face to face interviews conducted by DJS
- Fieldwork stage ran during first 3 weeks in August 2010
- 50/50 split between interviews in Thorne and interviews in Moorends
- 50/50 split between interviews conducted during the week and at the weekend
- No quotas were set, only...



All respondents must be residents of the locations they are interviewed in

- Interviews in Thorne conducted with residents of Thorne
- Interviews in Moorends conducted with residents of Moorends

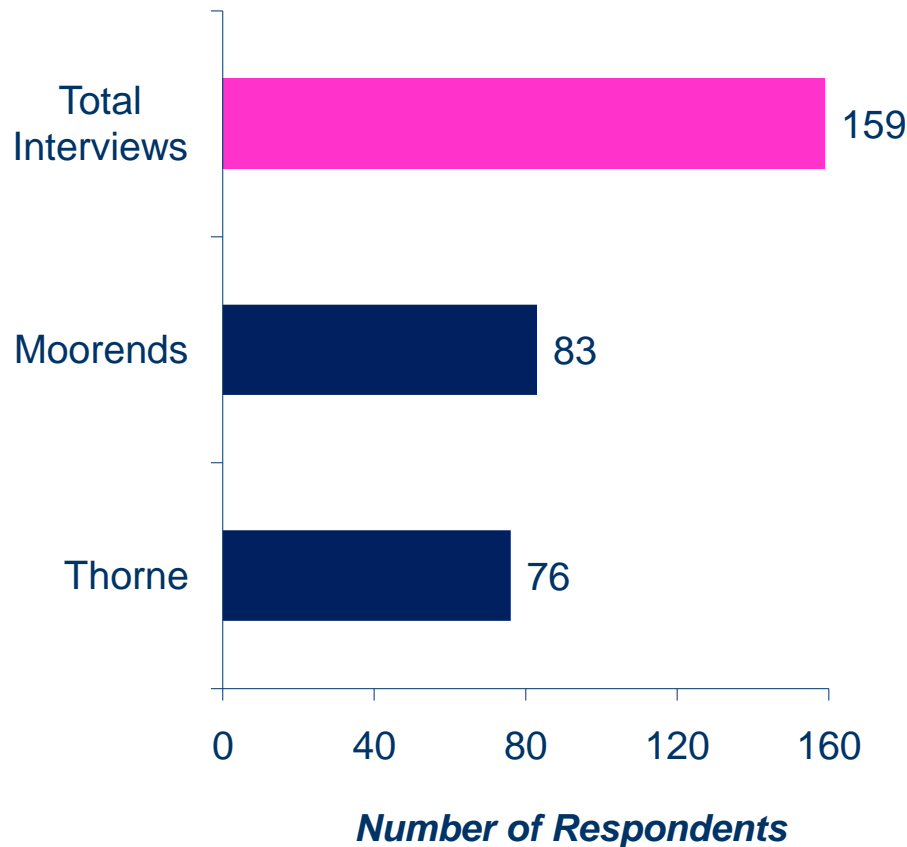


# Profiling the Respondents



# Profiling the Respondents

## *Equal Split Across the Locations*



- We completed a total of 159 interviews
- 83 were completed in Moorends
- 76 were completed in Thorne

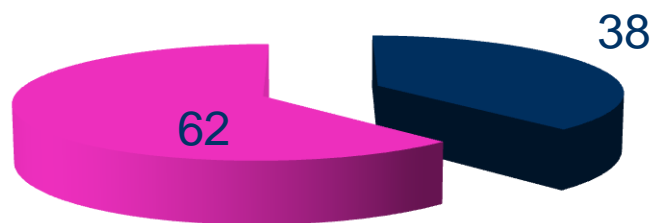
# Profiling the Respondents

*Three Fifths Were Females*

*One in Ten Suffered with Diabetes*

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## Gender

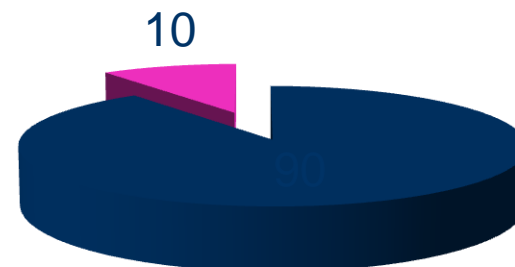


*% Respondents*

■ Male ■ Female

- 62% of the respondents we spoke to were female
- The remaining 38% were male

## Diabetes



*% Respondents*

■ Non-diabetic ■ Diabetic

- 10% of the respondents we spoke to suffered with diabetes

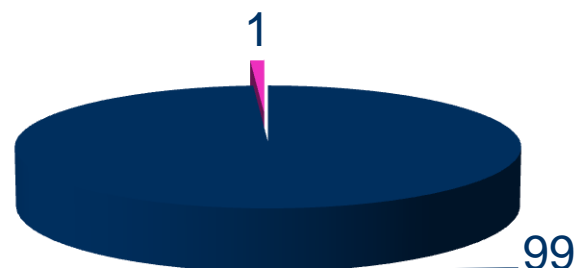
# Profiling the Respondents

*One Percent Had a Carer*

*No Respondents Required Home Visits*

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## Require Carers

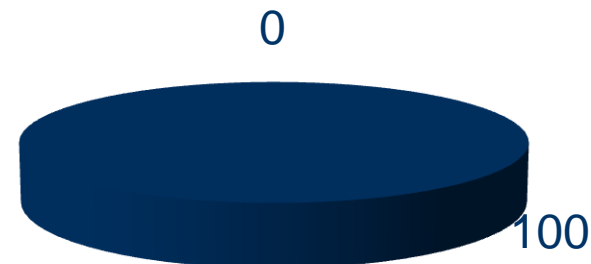


*% Respondents*

- Does not require a carer
- Requires a carer

- 1% of the respondents we spoke to required a carer

## Require Home Visits



*% Respondents*

- Does not require home visits
- Requires home visits

- None of the respondents required home visits



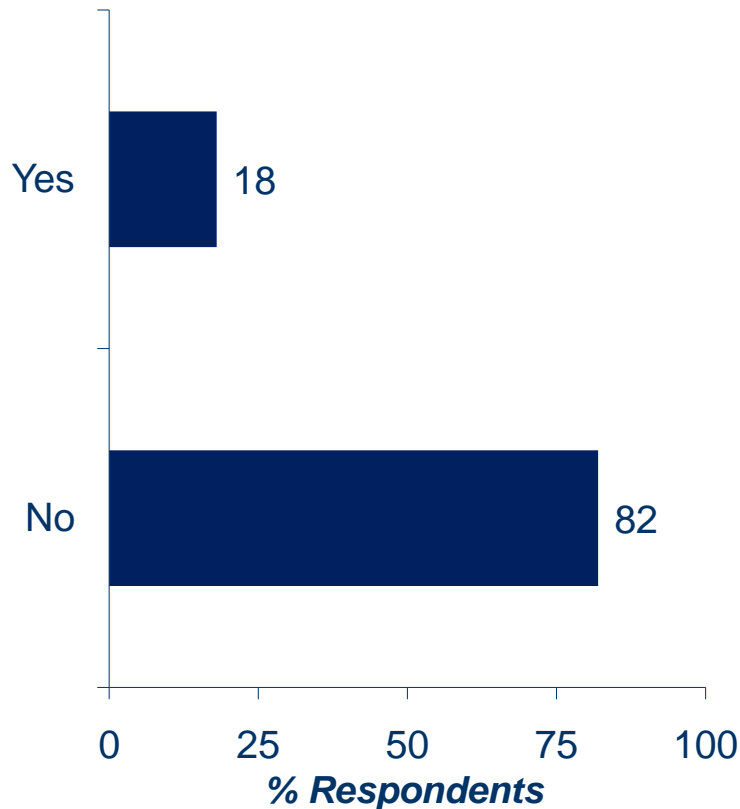
# Analysis



# Accessing Podiatry/Chiroprody Services

## *One in Five Know How to Access the Services*

Q1: DO YOU KNOW HOW TO ACCESS PODIATRY/CHIROPODY SERVICES?



— 18% know how to access podiatry/chiroprody services

# Those with Awareness



# Those Aware of How To Access Services

## *Introduction*

- A total of 18% of respondents were aware of how to access podiatry/chiropractic services
- This equates to 28 respondents
- Due to the low number of respondents with awareness, findings in this section will be expressed numerically, rather than as percentages
- Therefore...

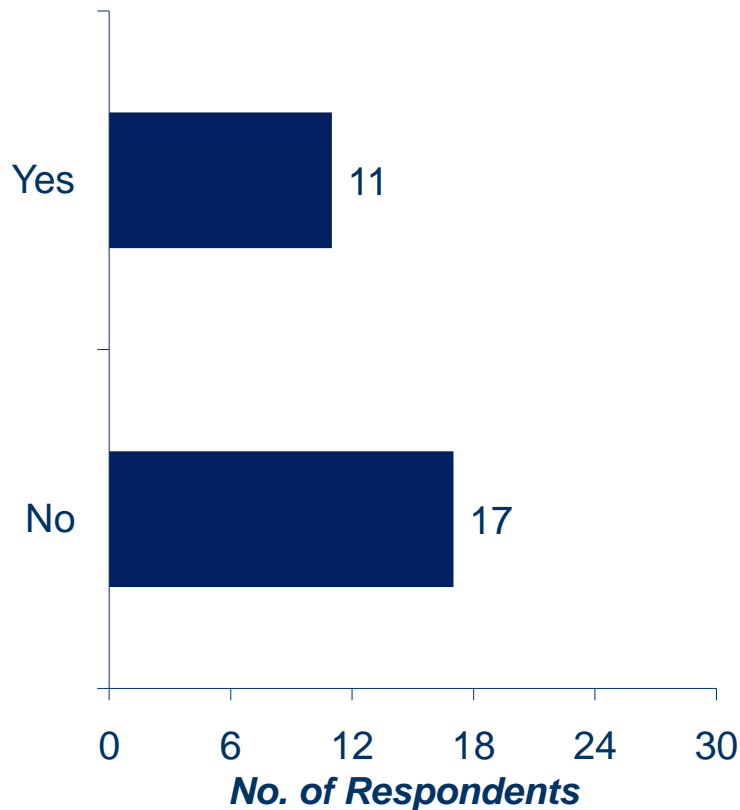
### **Health Warning**

**The low base-sizes render the findings in the following section indicative rather than conclusive**

# Usage of Podiatry/Chiropody Services

## *Two in Five Have Used Services Over Last 12 Months*

Q2: HAVE YOU USED PODIATRY/CHIROPODY SERVICES IN THE PREVIOUS 12 MONTHS?



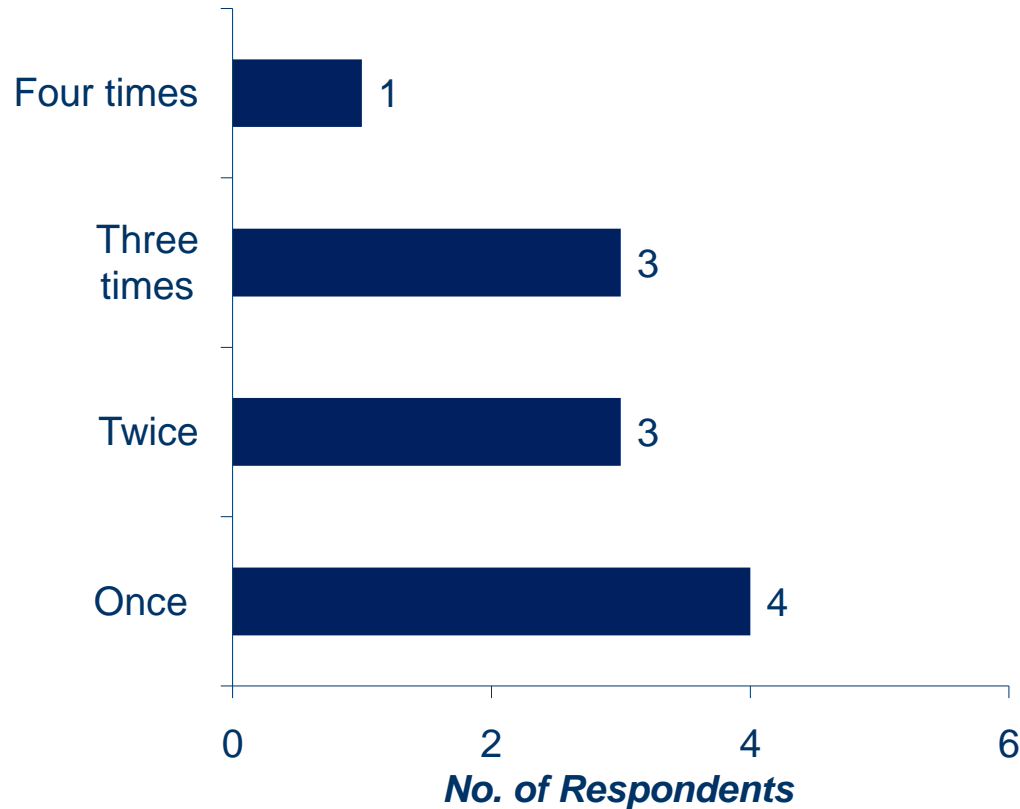
- 11 respondents have used podiatry/chiropody services in the last 12 months

# Usage of Podiatry/Chiroprody Services

## *Most Have Used Services 2-3 Times*

Q2: HAVE YOU USED PODIATRY/CHIROPODY SERVICES IN THE PREVIOUS 12 MONTHS?

Q2A: IF YES, HOW MANY TIMES?



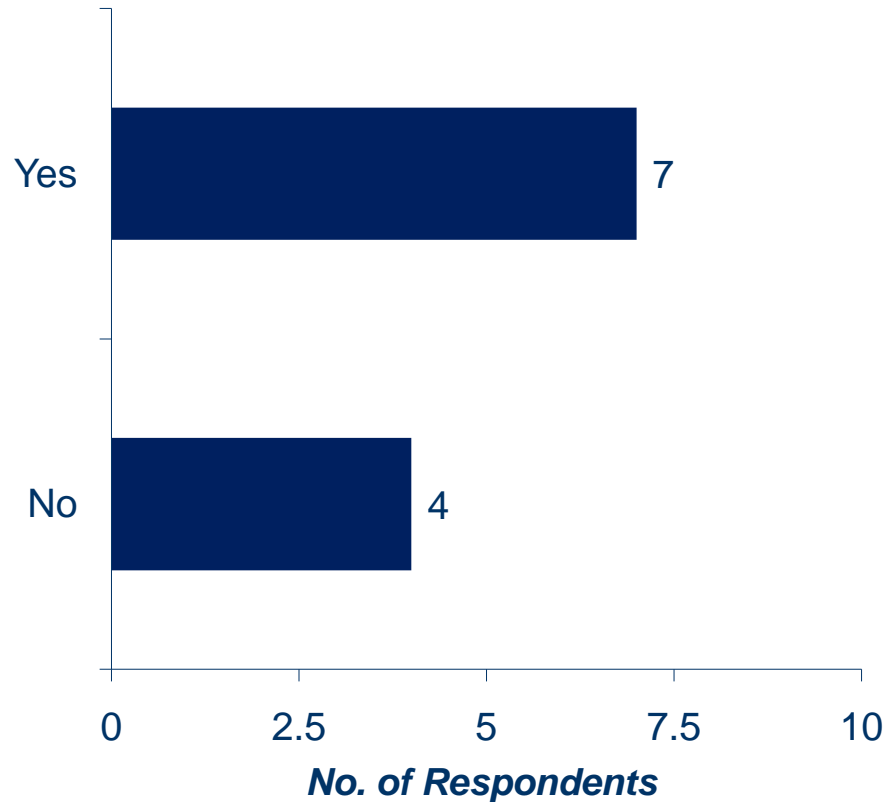
Base: All respondents that have used podiatry/chiroprody services in the last 12 months (11)

# Accessing Podiatry/Chiroprody Services

## *Two Thirds Found the Information Easy to Access*

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Q3: DID YOU FIND IT EASY TO ACCESS INFORMATION?

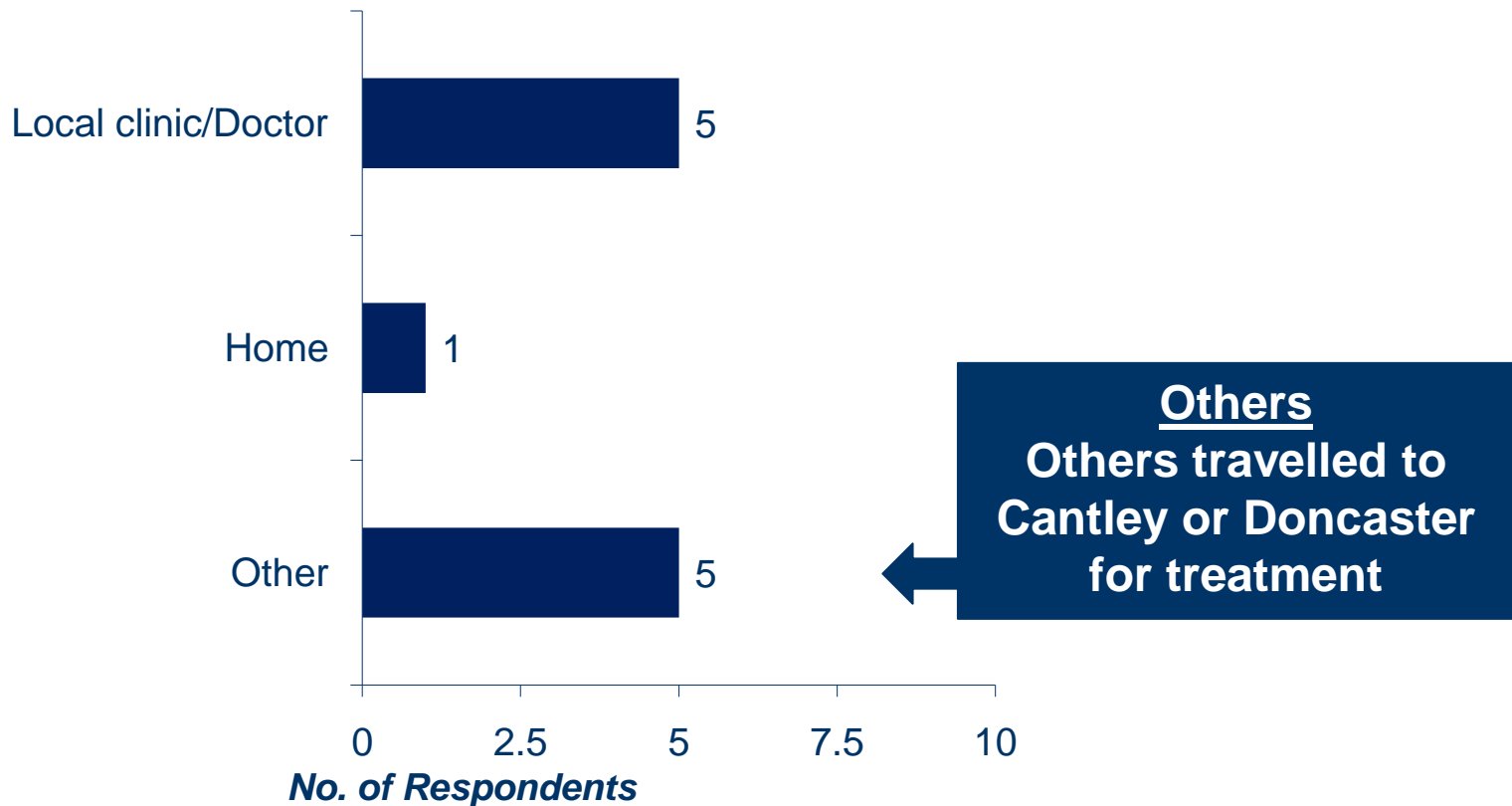


Base: All respondents who have used podiatry/chiroprody services during the last 12 months (11)

# Receiving Podiatry/Chiropody Treatment

## *Only One Received Treatment in the Home*

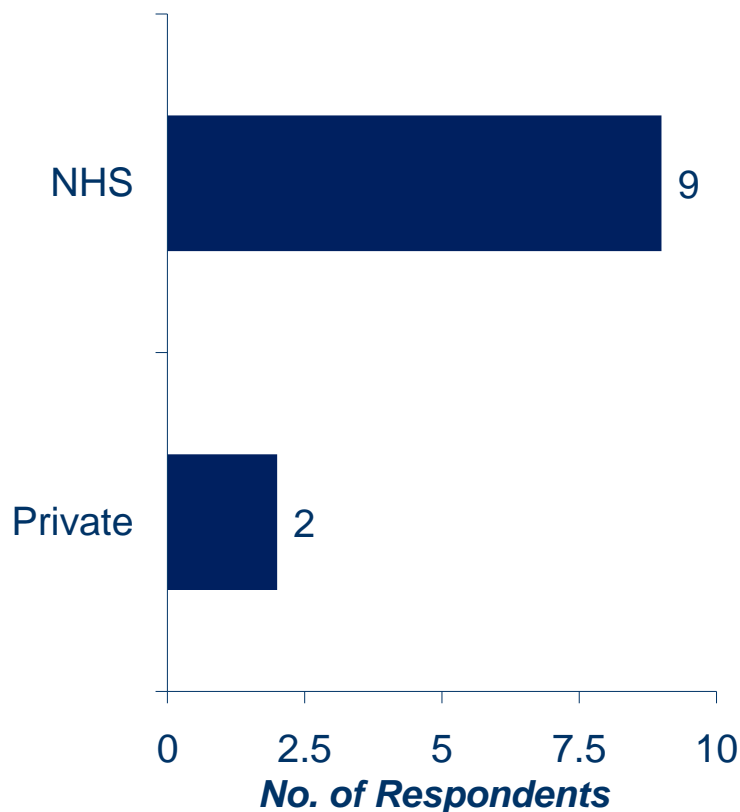
### Q4: WHERE DID YOU RECEIVE TREATMENT?



# Funding Podiatry/Chiropody Treatment

## *Most Had Treatment Funded by the NHS*

### Q5: HOW WAS YOUR TREATMENT FUNDED?



- For nine, treatment was funded by the NHS
- Two respondents funded their treatment privately

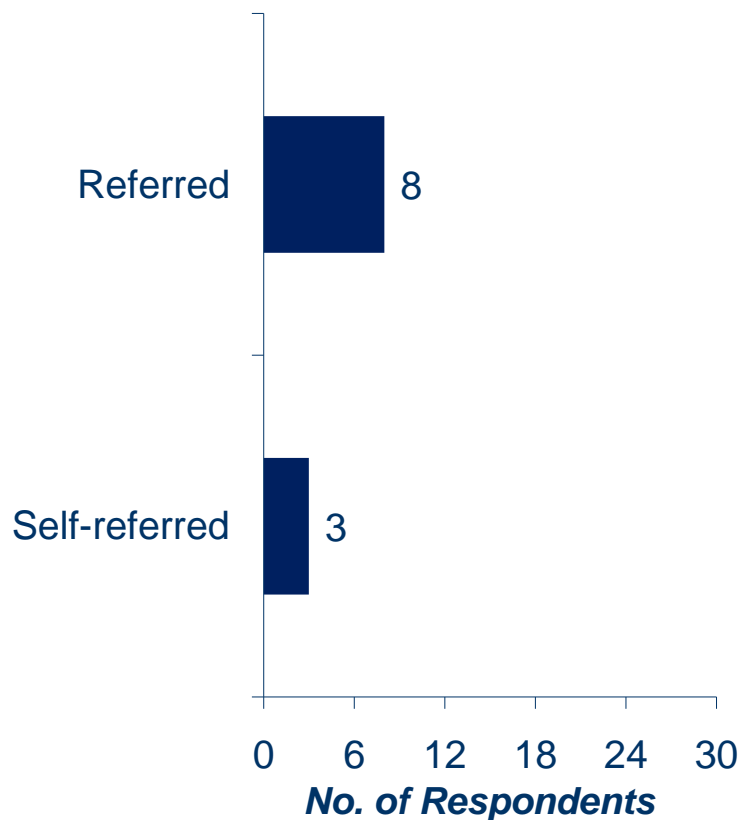
# Referrals for Podiatry/Chiropody Treatment

## *Eight Were Referred – Most by Their Doctor*

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Q6: WERE YOU REFERRED OR SELF-REFERRED?

Q7: IF YOU WERE REFERRED, WHO WERE YOU REFERRED BY?



### Referral Sources

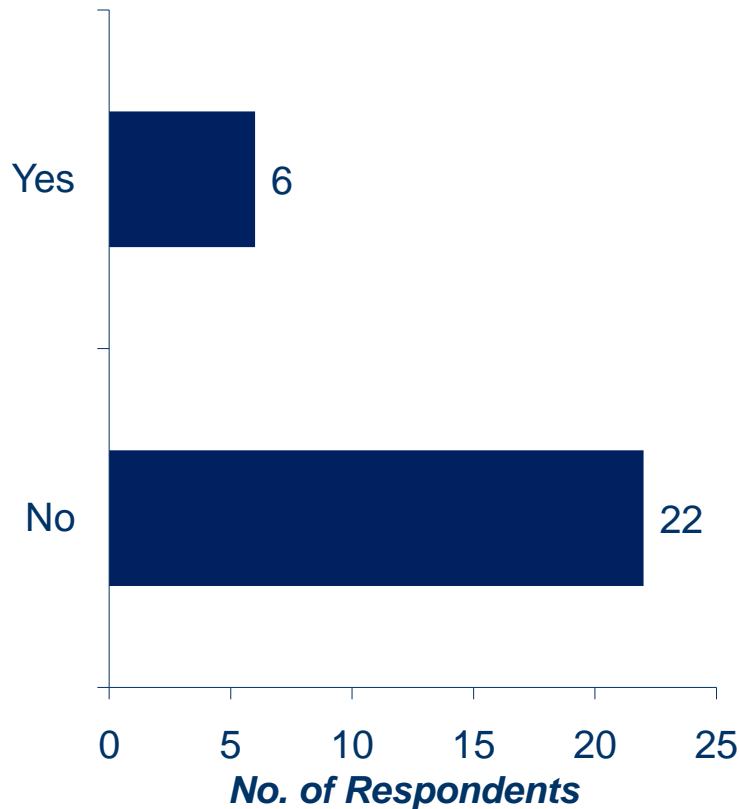
All were either referred by their doctor/GP (7) or their hospital (1)

Base: All respondents who have used podiatry/chiropody services during the last 12 months (11)

# Awareness of Self-referrals

## *A Fifth Aware of Self-Referral Option*

Q8: DID YOU KNOW THAT YOU COULD SELF-REFER?

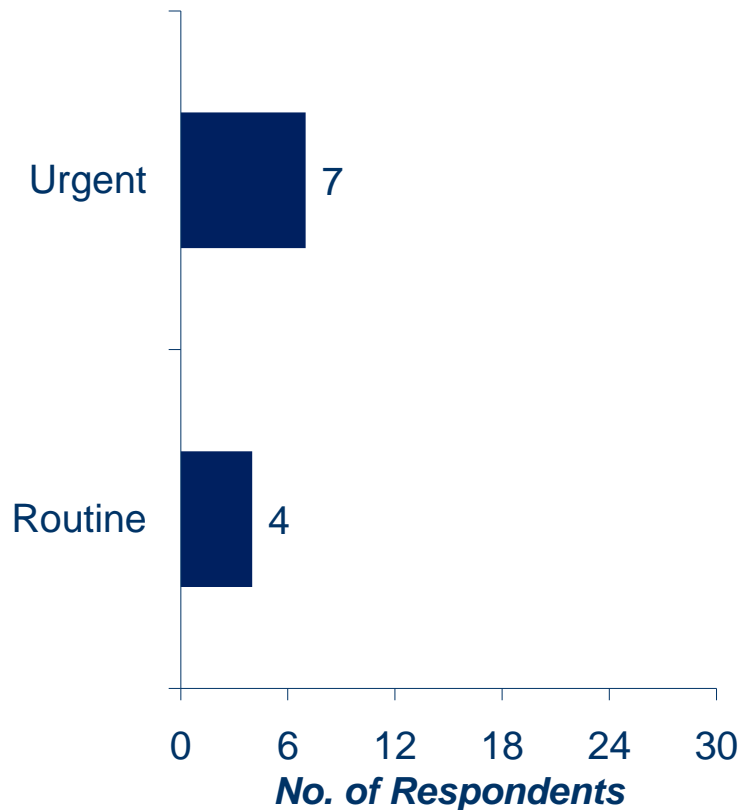


- Six out of 28 respondents were aware that they could self-refer for podiatry/chiropractic services

# Nature of Treatment Received

## *Two Thirds Received Urgent Treatment*

Q9: WAS YOUR APPOINTMENT URGENT OR ROUTINE?

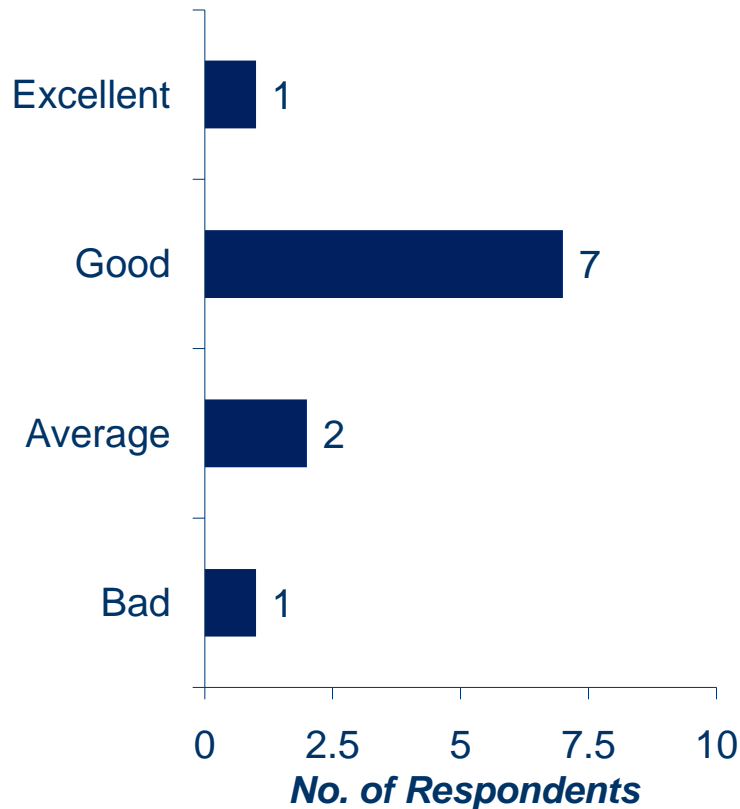


- Seven felt that their appointment was urgent
- 5 respondents disclosed the lengths of time they waited for services – these ranged from two weeks to a year

# Experience of Podiatry/Chiroprody Treatment

## *Eight had a Positive Experience*

Q11: DESCRIBE YOUR EXPERIENCE [OF THE CHIROPODY/PODIATRY SERVICES THAT YOU RECEIVED].



- Eight had an experience that was either good or excellent
- For one, the experience was bad

# Suggested Changes

## Key Changes Focus Upon Treatment Locations

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Q12: WHAT CHANGES COULD BE MADE TO IMPROVE THE SERVICE THAT YOU RECEIVED?

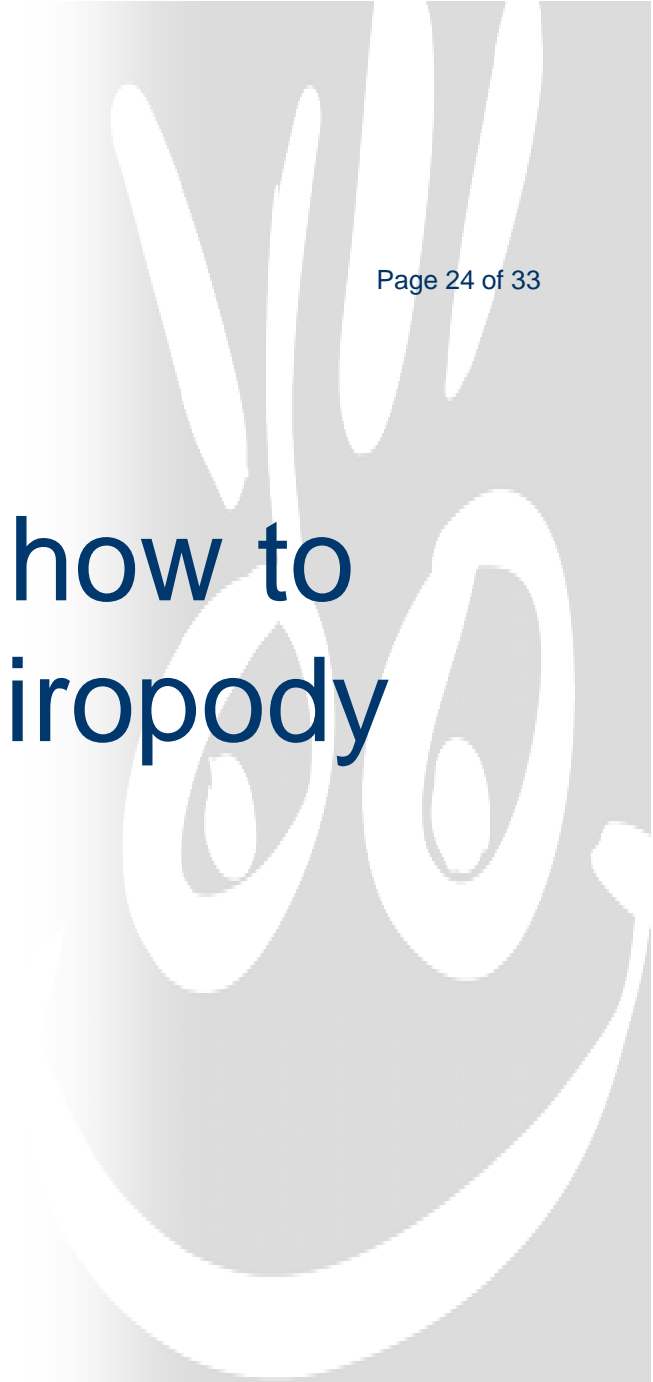
- It was suggested that opportunities for treatment should be more local for patients
- A handful would like to see the waiting time for appointments reduced

*“The initial first appointments could be done at Thorne instead of going all the way to Doncaster.”*

*“Need [a treatment point] nearer home, so I don't have to travel so far.”*

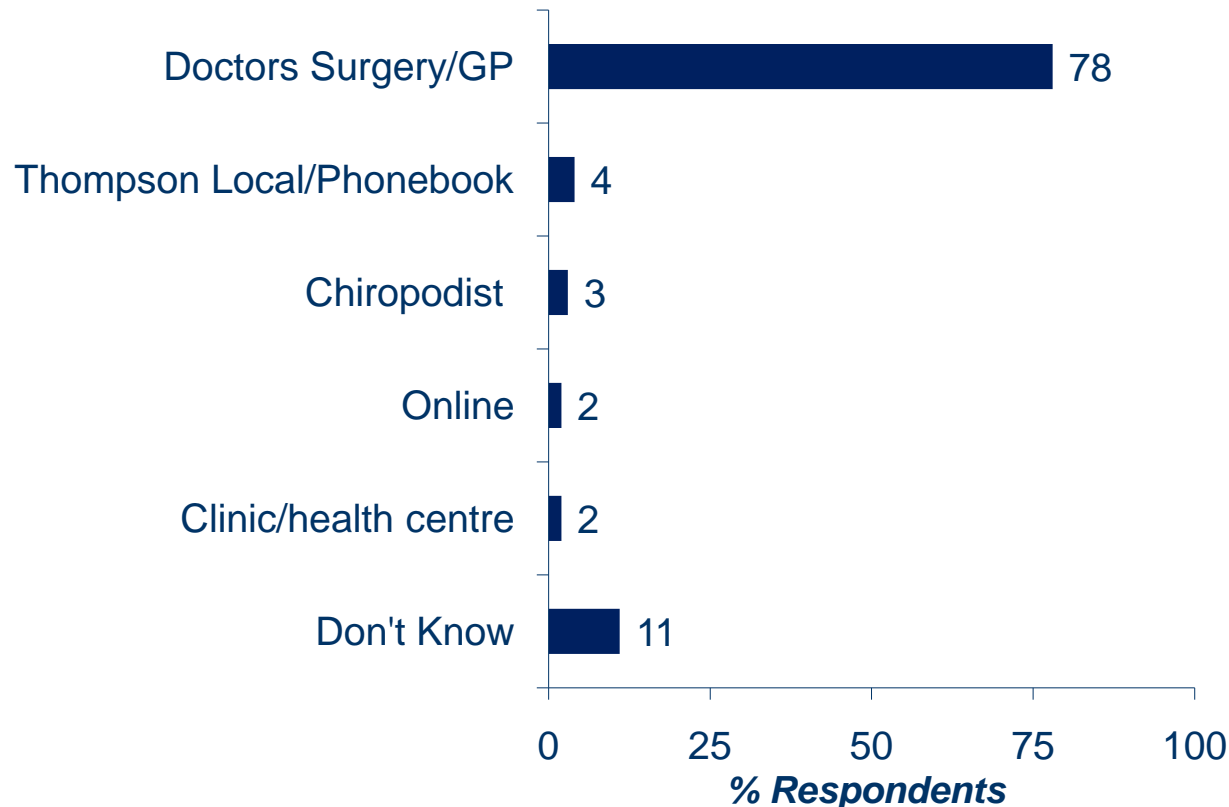
*“I could have had all my treatment at the Thorne Clinic instead of having to go to the Podiatry clinic on East Laith Gate twice, because they then said if I need to go back within 12 weeks I could have an open appointment at the Thorne clinic. So I don't understand why I didn't get treatment there first.”*

# Those Unaware of how to Access Podiatry/Chiroprody Services



# First Port of Call For Those Requiring Treatment *Most would go to the Doctors Surgery*

Q13: IF YOU REQUIRED TREATMENT, WHO WOULD YOU GO TO IN THE FIRST INSTANCE?



Base: All respondents who do not know how to access podiatry/chiropody services (131)

# First Port of Call For Those Requiring Treatment

## *Most would go to the Doctors Surgery*

Q13: IF YOU REQUIRED TREATMENT, WHO WOULD YOU GO TO IN THE FIRST INSTANCE?



*"Doctors surgery."*

*"I'd ask my doctor's  
receptionist."*

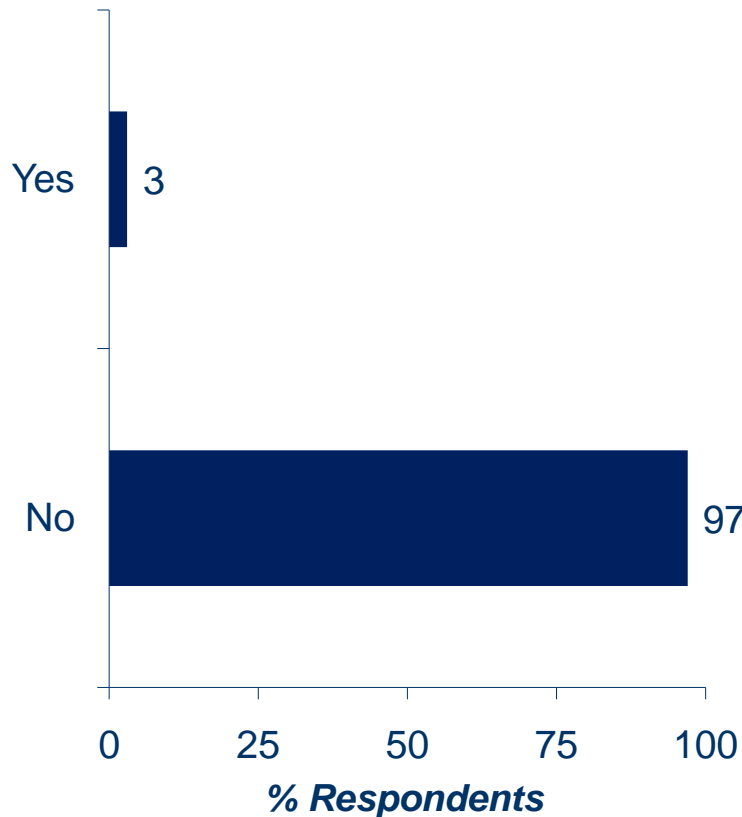
*"I would look in the  
phone book or on-line  
or maybe doctors."*

# Awareness of Self-referrals

## *One in Twenty Aware of Self-Referral Option*

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Q14: DID YOU KNOW THAT YOU COULD SELF-REFER?



- Three percent of those who do not know how to access podiatry/chiropractic services were aware that they could self-refer

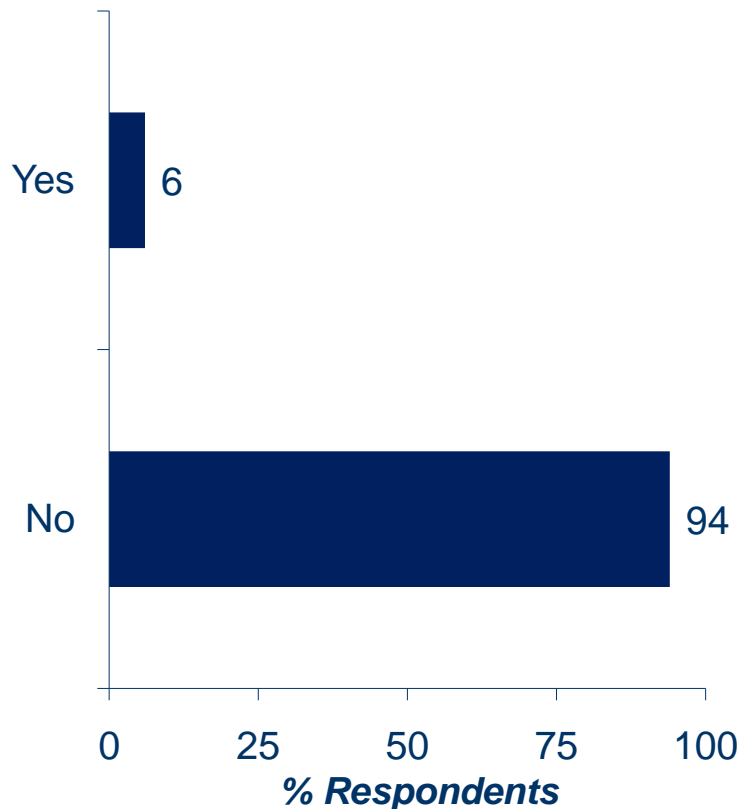
Base: All respondents who do not know how to access podiatry/chiropractic services (131)

# Overall Awareness of Self-referrals

*Overall, One in Twenty Aware of Self-Referral Option*

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Q8 & Q14: DID YOU KNOW THAT YOU COULD SELF-REFER? [COMBINATION TABLE]

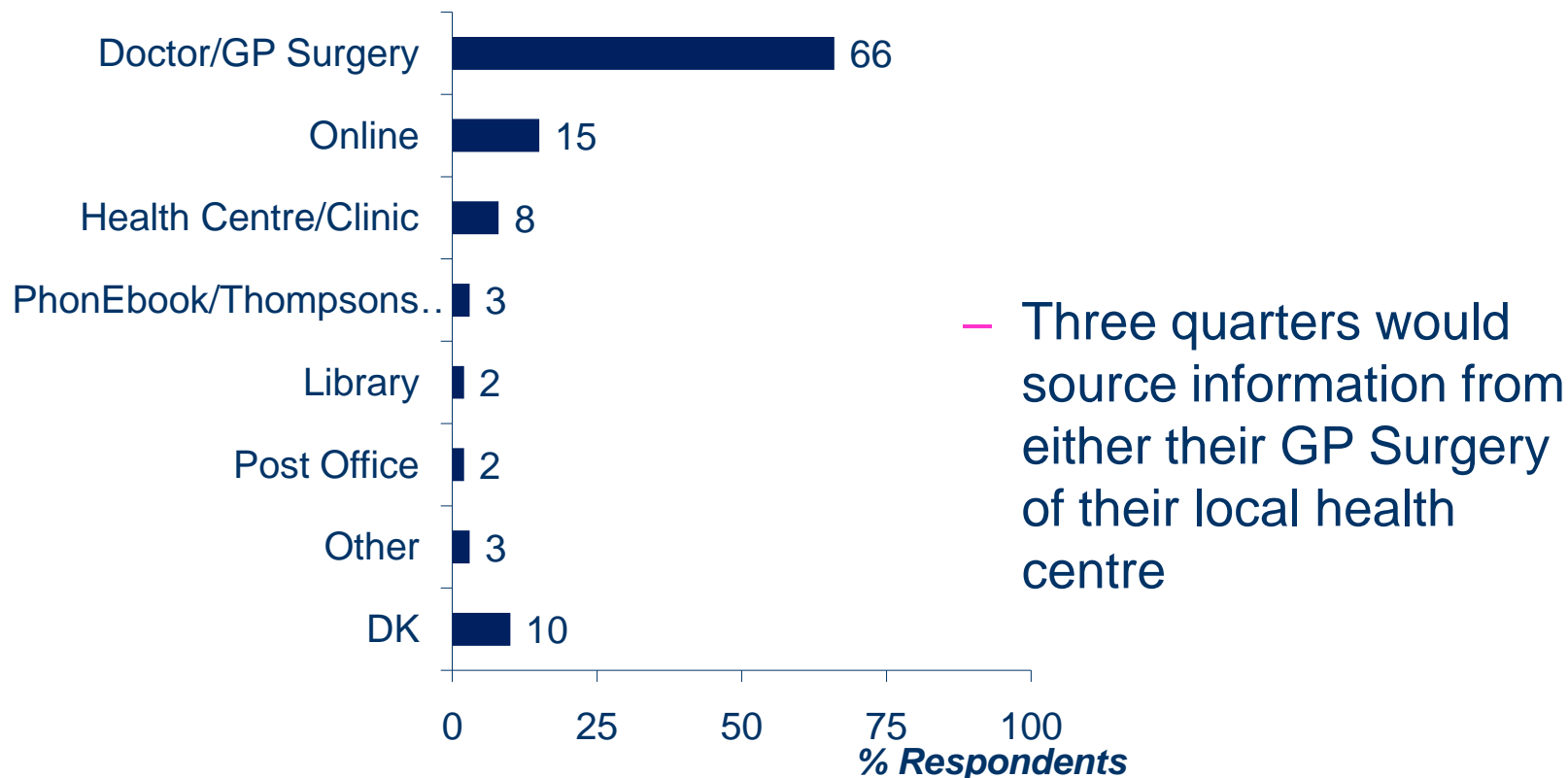


- Six percent of respondents were aware that they could self-refer for podiatry/chiropractic services

# Locations for Information

## *Most would Source Info from GP/Doctors Surgery*

Q15: WHERE WOULD BE THE BEST PLACE TO OBTAIN RELEVANT INFORMATION?



# Locations for Information

*Most would Source Info from GP/Doctors Surgery*

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Q15: WHERE WOULD BE THE BEST PLACE TO OBTAIN RELEVANT INFORMATION?

*“Either website or local doctors surgery.”*



*“The Vermuyden Health Centre.”*

*“The doctors surgery.”*



# Summary and Conclusions



# Summary of Findings (1)

## Overall

- A fifth know how to access podiatry/chiropractic services
- Six per cent knew they could self-refer for the services

## Those Unaware of How to Access the Services

- Four in five would see their GP for treatment in the first instance
- Three per cent aware of self-referral option
- Two thirds would seek information on podiatry/chiropractic services from their GP surgery
  - 15% would look online
  - 8% would look for information at their local health centre/clinic

# Summary of Findings (2)

## Those Aware of How to Access the Services

- Two fifths had used the services within the last 12 months
  - Two thirds found information on the services available easy to access
  - Most had used the service 2-4 times
  - The majority either received treatment in their locality or further afield in Doncaster or Cantley
    - One received treatment in the home
  - Most had their treatment funded by the NHS
  - Most were referred for treatment
    - 7 in 8 were referred by their GP
  - Two thirds received urgent treatment
  - Three quarters had a positive experience with their treatment
- A fifth knew they could self-refer for treatment
- By way of improvement, respondents suggested shortening the waiting times and providing more localised services

INDICATIVE, NOT CONCLUSIVE