

# Grantham and District Hospital green site model

Interim analysis of patient experience surveys

A report by Stand

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## Introduction

The Lincolnshire healthcare system is carrying out an ongoing engagement exercise to understand patient experience around the Grantham Hospital Green site model, as part of their ongoing work to develop and improve the services they offer to their local population.

This involves a survey, patient interviews and gathering of patient experience data which will help them understand experiences of the care and treatment received in the last 12 months. This incorporates hearing from patients and the public on the more recent temporary changes made at Grantham and District Hospital, made as a response to the COVID-19 pandemic.

This is an interim report of findings. Data gathering for this patient experience exercise continues.

## Research and analysis

An online survey was designed and available to the public from the 15<sup>th</sup> December 2020. A second survey was set up on the 17<sup>th</sup> December in order to collect in-hospital responses.

On the evening of the 7<sup>th</sup> January 2021 the responses were downloaded to produce this interim report. In total, 507 surveys were completed over 24 days. 462 surveys were completed by the public and 46 were completed in-hospital. The survey is still live for members of the public and in-hospital completions.

The survey has been analysed as a whole, graphs or tables have been included for each question in appendices, showing the percentage and number of responses. Percentages have been rounded up to one decimal place.

Research and analysis was led by Rebecca Swales. Rebecca is a Member of the Market Research Society with over 16 years' research experience and a Master's Degree in Social Research. Together our experienced specialist team holds a range of relevant professional accreditations.



# Summary of findings

## Travel, location and parking

### Location

- The majority of respondents chose Grantham Hospital because it was the nearest location to where they live.
- 25-34 years olds were significantly more likely to indicate that Grantham Hospital was the nearest location to where they live in comparison to Gonerby Road Health Clinic and Grantham Health Centre.
- 74+ years olds were significantly more likely to indicate that Grantham Hospital was the nearest location to where they live in comparison to Grantham Health Centre.
- Significantly more respondents indicated that they had attended Grantham Hospital for care or treatment in the last 12 months, in comparison to Gonerby Road Health Clinic.
- Significantly more respondents indicated that they had attended Gonerby Road Health Clinic for care or treatment in the last 12 months, in comparison to Grantham Health Centre.
- Significantly more respondents indicated that they had attended Grantham for care or treatment in the last 12 months from the public survey in comparison to the in-hospital survey.
- Respondents aged between 35 and 44 were significantly more likely to attend Grantham Hospital in comparison to one of the other hospitals identified.
- Grantham is in a good, accessible or local location.
- It is unacceptable to have to travel anywhere else for treatment.
- Having a local hospital is convenient and reassuring.

### Length of travel

- Comments suggest visiting a hospital other than Grantham has resulted in having to travel further for their care or treatment.
- Other comments suggest visiting Grantham instead of another hospital resulted in having to travel further for their care or treatment.
- Comments also discussed the extra travelling to attend an unspecified location.

### Less travel

- It was suggested that Grantham Hospital is not too far to travel, or it is local.
- Grantham is easy to find or get to.
- Additional time and/or cost to travel was addressed.
- Visiting a hospital other than Grantham Hospital resulted in extra travel time for their care or treatment.
- Due to the extra travel time, some comments suggested respondents were travelling late at night or in the dark.
- Visiting a hospital other than Grantham resulted in extra costs to attend for care or treatment.

### Parking

- Comments suggest that parking at Grantham Hospital, Gonerby Road Health Clinic and Grantham Health centre is good or easy.
- However, it was also suggested that the parking at Grantham Hospital and Gonerby Road Health Clinic could be improved.

### Take time off work

- According to some respondents visiting a hospital other than Grantham resulted in having to take extra time off work due to the travel.

### No transport

- It was suggested that it is difficult to access hospitals other than Grantham without having your own transport.
- Some comments suggested they had to rely on others or public transport.
- When visiting a hospital other than Grantham, respondents indicated they had to rely on others, such as their family or friends, to be able to access their care or treatment.
- When visiting a hospital other than Grantham, respondents suggested they had to rely on public transport.
- Travelling to other hospitals is not easy due to the poor, or lack of public transport.

## Safety/risk of travelling

- There are concerns surrounding the safety of having to travel further to hospital for treatment in an emergency.

## Treatment

### Happy or satisfied with treatment received

- Respondents were significantly more likely to indicate that their care hadn't changed in comparison to it having changed a great deal, with the majority suggesting they were either satisfied or very satisfied with their care.
- A parent or guardian of a child under 16 is significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied or very dissatisfied.
- A carer was significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied, very dissatisfied or don't know.
- Males were significantly more likely to be very satisfied or satisfied with Grantham Hospital in comparison to very dissatisfied.
- 55-64 years olds, 65-74 year olds and the over 75s were significantly more likely to be very satisfied or satisfied with Grant-am Hospital when compared to very dissatisfied.
- Over-75 year olds were also significantly more likely to be very satisfied or satisfied in comparison to dissatisfied with Grantham Hospital.
- Respondents were significantly more likely to be very satisfied at Grantham Hospital in comparison to Gonerby Road Health Clinic and Grantham Health Centre.
- Significantly more respondents indicated that they were very satisfied with Gonerby Road Health Clinic in the in-hospital survey, in comparison to the public survey.
- A carer was significantly more likely to indicate that they were very satisfied in in Gonerby Road Health Clinic in comparison to satisfied, dissatisfied or very dissatisfied.
- Significantly more respondents indicated that they were very satisfied in the in-hospital survey, in comparison to the public survey.

- A parent or guardian of a child under the age of 16 was significantly more likely to indicate they were very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied or very dissatisfied.
- Respondents aged 45-54 years were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to satisfied, dissatisfied or very dissatisfied.
- Respondents aged 55-64 years were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied or very dissatisfied.
- Respondents aged between 65-74 were significantly more likely to be very satisfied or satisfied with Gonerby Road Health Clinic in comparison to very dissatisfied.
- Respondents aged over 75 years were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied.
- Comments indicated that their care or treatment at Grantham Hospital was excellent or good, that they felt well looked after or that they were grateful, with some indicating that Grantham Hospital would be their first choice if they were able to choose a hospital to attend.
- However, other comments indicated that visiting another hospital allowed respondents to see a specialist or service that they needed.

Not Happy or dissatisfied with the treatment received

- Significantly more respondents indicated that they were dissatisfied with the care or treatment they received at Grantham Hospital from the public survey in comparison to the in-hospital survey.
- Females were significantly more likely to indicate they were very dissatisfied than males in comparison to very satisfied or satisfied.
- Comments suggested that x-rays not being available after 7/8pm at Grantham Hospital was not received well.
- Comments from respondents indicated that their treatment could have or should have taken place at Grantham, with some indicating that they did not like their care or treatment at another hospital.
- Comments addressed inadequacies felt in the treatment they received at both Grantham Hospital and Grantham Health Centre.
- It was suggested that adequate or more equipment and facilities needed to be available at Grantham Hospital in order to improve the treatment available.

## Types of treatment/departments

- A carer was significantly more likely to attend A&E/Urgent care, diagnostics (MRI/CT/X-ray), or outpatients in comparison to surgery and maternity.
- A parent or a guardian of a child under the age of 16 was significantly more likely to attend A&E/Urgent care, in comparison to surgery or diagnostics.
- Respondents who were pregnant or had given birth in the last year were also significantly more likely to attend A&E/Urgent care in comparison to surgery or outpatients or therapies.
- Respondents aged 35-44 were significantly more likely to attend A&E/Urgent care in comparison to diagnostics.
- Respondents aged 45-54 were significantly more likely to attend A&E/Urgent care, surgery, diagnostics (MRI/CT/X-ray), outpatients, therapies (physiotherapy, occupational therapy), in comparison to maternity.
- Respondents aged 55-64 were significantly more likely to attend diagnostics (MRI/CT/X-ray), outpatients or therapies (physiotherapy, occupational therapy) in comparison to A&E/Urgent care.
- Significantly more respondents indicated that they had accessed diagnostics (MRI/CT/X-ray) from the public survey in the last 12 months, in comparison to the in-hospital survey.
- Respondents aged 55-64 are significantly more likely to attend A&E/Urgent care, surgery, diagnostics (MRI/CT/X-ray), outpatients, therapies (physiotherapy, occupational therapy), in comparison to maternity.
- 65-74 years olds were significantly more likely to attend diagnostics (MRI/CT/X-ray), in comparison to A&E/Urgent care, surgery, therapies (physiotherapy, occupational therapy).
- 65-74 years olds were significantly more likely to attend outpatients in comparison to surgery.
- 45-54 years olds, 65-75 years olds and the over-75s were significantly less likely to attend maternity in comparison to all other services.
- Males were significantly more likely than females to attend outpatients in comparison to therapies (physiotherapy, occupational therapy).
- Respondents who indicated they had a disability, long-term illness or health condition were significantly more likely to attend diagnostics (MRI/CT/X-ray), or outpatients, in comparison to A&E/Urgent care.
- Respondents were significantly more likely to attend diagnostics (MRI/CT/X-ray), in comparison to surgery.
- Comments addressed concerns over lack of available cancer treatment and support for heart patients.



## Service offering

### Nothing to improve

- Some comments indicated that respondents either thought there was nothing to improve or that they couldn't think of anything to improve or that they were happy with the service.
- Some comments also indicated that they had seen either no impact from the changes, that they were happy with the services at Grantham or that they were happy in general.

### Availability of services

- Nearly half of respondents indicated that they couldn't have attended a service at Grantham Hospital as the service wasn't available.
- One-third of respondents indicated that they were not given Grantham Hospital as an option.
- Significantly more suggested that they couldn't have attended Grantham Hospital as the service they needed wasn't available there in comparison to not being given Grantham as an option, that they could have attended, but the GP referred them to another hospital or that they asked to go to another hospital.
- Significantly more respondents indicated their care or treatment had changed because the service they needed was moved to another location.
- Significantly more respondents in the in-hospital survey indicated that they felt their care or treatment had changed because the service they needed was moved to another location, in comparison to respondents in the public survey.
- Significantly more respondents to the public survey indicated that they felt their care or treatment had changed due to an 'other' reason in comparison to the in-hospital survey.
- Significantly more carers indicated their service had moved to another location in comparison to them deciding not to access care and treatment during the COVID-19 pandemic.
- Significantly more 25-34 year olds indicated their service had moved to another location or that they did not need care or treatment during this time in comparison to them deciding not to access care and treatment during the COVID-19 pandemic.
- Significantly more respondents with a disability, long-term illness or health condition decided not to access care and treatment during the COVID-19

pandemic in comparison to their service being moved to another location or that they did not need care or treatment during this time.

- Comments addressed the lack of services, with one mentioning no evening x-rays available and another suggesting that services should be brought back to Grantham Hospital. Whilst others commented that their appointment was either suspended or cancelled or the care they required was no longer available.

### Urgent Treatment Centre

- Some comments suggested that the Urgent Treatment Centre was better than A&E, with others suggesting it was effective or excellent.

### Full-service offering

- Comments addressed the need to keep Grantham Hospital fully-functioning with an A&E department, the need to keep the hospital open and the impact on the local community, with some addressing safety concerns without it.
- A 24/7 service was also addressed – that it should be available 24/7 or they would like it to be.
- A few comments suggested that respondents supported the changes or that the changes were welcome.
- Some comments suggested that services should be local.

### More equipment needed

- A few comments indicated that Lincoln was disorganised or had inadequate equipment.

## **COVID-19, cleanliness, and safety**

### Impact of COVID-19 on services

- Roughly two-fifths of respondents indicated that their care or treatment had changed a great deal, or it hadn't changed at all as a result of the temporary changes at Grantham Hospital.
- Respondents were significantly more likely to indicate that their care hadn't changed (26.2%) in comparison to it had changed a great deal (19.2%).

- Significantly more respondents to the public survey indicated that they didn't know if, as a result of these temporary changes at Grantham Hospital due to COVID-19, that their care or treatment that they would usually receive had changed, in comparison to the in-hospital survey (27.9%, 10% respectively).
- Carers were significantly more likely to indicate their service had moved to another location in comparison to them deciding not to access care and treatment during the COVID-19 pandemic (9.2%, 0% respectively).
- Significantly more respondents with a disability, long-term illness or health condition decided not to access care and treatment during the COVID-19 pandemic in comparison to indicating that their service was moved to another location or that they did not need care or treatment during this time (88.9%, 53.8%, 46.3% respectively).

### COVID-19 measures

- Comments indicated that respondents felt safe at Grantham Hospital with reasons given due to social distancing and the green status.
- Comments also indicated they felt safe at Gonerby Road Health Clinic, at the Urgent Treatment Centre/A&E and at a location not specified.
- Comments addressed cleanliness positively at Grantham Hospital at Gonerby Road and at the Urgent Treatment Centre/A&E.
- Gonerby Road Health Clinic were very COVID-19 safe according to some respondents.
- COVID-19 tests and self-isolation to attend Grantham were addressed with one person indicating they visited Lincoln the next day instead.
- 'Green site' was addressed with one suggesting it was the only option open to them as it was a 'green site' whilst other comments suggested the status prevented access.
- Some suggested that the changes made them feel safe to a lesser extent. Comments also suggested the changes made the respondents feel unsafe.
- A few comments also suggested that they were not willing to attend a hospital.

### COVID risk

- Fear of catching COVID-19 at another hospital was mentioned, with some comments suggesting that other hospitals were less COVID-19 safe in comparison to Grantham Hospital.

## Cleanliness

- Comments suggested that respondents were happy with the cleanliness at Grantham Hospital.
- However, a few respondents indicated that Grantham Hospital was not clean.

## Workforce

### Positive workforce comments

- Comments indicated the staff were good, or excellent at Grantham Hospital and Gonerby Road Health Clinic.
- Comments suggest the staff were polite, helpful, kind, considerate, reassuring, trustworthy professional, knowledgeable or committed.
- In comments received respondents thanked the staff or showed appreciation to the staff.
- A couple of comments suggested that they felt more cared for and looked after at Pilgrim than at Grantham Hospital.

### Negative experience with staff

- Seven comments indicated that the staff at Grantham Hospital were either rude, unfriendly or lacked empathy, respect or professionalism.
- With regards to lack of empathy and respect surgeons and consultants were mentioned.
- Concerns over unfamiliar staff or lack of rapport were stated.

### Staff are overworked

- Comments indicated that Grantham Hospital required more staff, with suggestions that the staff are under pressure or overworked.
- However, one comment indicated that they felt the staff were under less pressure due to the COVID-19 restrictions.

## Security

- Security at Grantham Hospital made respondents feel uncomfortable, some found them to be rude, obstructive or unhelpful.

- Lack of awareness was also addressed of access to the Urgent Treatment Centre and that it allows for walk-ins at Grantham Hospital.

## Organisation, processes and communication

- Comments suggested the organisation or communication was good at Grantham Hospital, Gonerby Road Health Clinic, and at an unspecified location.
- Other comments suggested that communication was poor or needed to be improved at either Grantham Hospital or a non-specified hospital or at Lincoln.
- Comments addressed the need to improve admin and organisation.
- Comments suggested that respondents were either happy with the referral process, the booking in system or the transfer process at Grantham Hospital as well as at a location that wasn't specified.

## Environment & Décor

- Comments indicated that the décor in general and the environment in which appointments were held needed to be improved at Grantham Hospital and at an unspecified location. However, positive comments suggested that Grantham Hospital was quiet.
- Comments recommended that signage, parking, signposting, patient access and food and drink should be improved.
- The temperature of the buildings was also addressed – Grantham Hospital was too cold and Gonerby Road Health Clinic was too hot.

## Visitors and Family Support

- Comments suggested that visitors and partners should be allowed at Grantham Hospital and Gonerby Road Clinic.

## Investment

- Comment suggest that Grantham Hospital required more investment or that there is the lack of funding.

# Themes

Full analysis of the survey questions can be found in the appendix. We will now address the themes that the analysis has provided.

## Travel, location and parking

Travel, location and parking was discussed throughout the survey. The findings are discussed below.

### Location

#### **Question: Please tell us what you think was good about your experience...**

62 comments suggested that it was either a good location, accessible or local when referring to Grantham Hospital, Gonerby Road Health Clinic, the Urgent Treatment Centre/A&E or no specified location.

#### **Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Four comments indicated that they had to travel to Lincoln for their treatment, with one suggesting that appointments for newborns must be at Lincoln County Hospital.

One comment suggested that, whereas in the past, they had to travel to Lincoln with their child, they were now able to visit Grantham.

One comment indicated that they would prefer Newark hospital as they found it easier to travel to.

One comment suggested they would prefer to attend Pilgrim Hospital, Boston.

#### **Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

One person commented that they would prefer to visit their local hospital, and in this case that would be Grantham.

#### **Question: Please tell us about the changes you experienced and how they affected you...**

One person indicated that they felt Grantham was easier to get to.

**Question: Is there anything else you would like to tell us about your experience...**

17 comments suggested that it was unacceptable to have to travel elsewhere.

*“To consider having to travel to Boston or Lincoln would for many thousands be unacceptable.”*

Seven comments suggested that having a local hospital was convenient and/or reassuring.

**Question: Please tell us why you attended Grantham on this occasion?**

A significant majority indicated that they chose Grantham Hospital because it was either the nearest location to where they live or they asked to get their care and treatment there (92.8%, 92.9% respectively).

A high proportion (80.2%) and significantly more respondents indicated that Grantham Hospital was the only option given, in comparison to Gonerby Road Health Clinic or Grantham Health Centre being the only option that they were given (25.5%, 3.3% respectively).

When looking at Gonerby Road Health Clinic, respondents were significantly more likely to indicate that Grantham was the only option that they were given (25.6%) in comparison to it being the nearest location to where they live (13.1%).

25-34 years olds were significantly more likely to indicate that Grantham Hospital was the nearest location to where they live in comparison to Gonerby Road Health Clinic and Grantham Health Centre (9.3%, 0%,0% respectively).

74+ years olds were significantly more likely to indicate that Grantham Hospital was the nearest location to where they live in comparison to Grantham Health Centre (5.4%, 0% respectively).

**Question: Which of the following locations in Grantham have you attended for care or treatment in the last 12 months?**

Over three-quarters, significantly more (78.3%) respondents indicated that they had attended Grantham Hospital for care or treatment in the last 12 months, in comparison to under one-quarter (23.3%) indicating that they had attended Gonerby Road Health Clinic.

Whilst significantly more (23.3%) indicated that they had attended Gonerby Road

Health Clinic for care or treatment in the last 12 months, in comparison to Grantham Health Centre (4.5%).

Significantly more respondents indicated that they had attended Grantham Hospital for care or treatment in the last 12 months from the public survey in comparison to the in-hospital survey (81.4%, 50% respectively).

Carers were significantly more likely to indicate that they had attended Grantham Hospital for care or treatment in the last 12 months, in comparison to Grantham Health Centre (6.1%, 0% respectively).

Respondents who were either currently pregnant or had given birth in the last year were significantly more likely to have attended Grantham Hospital for care and treatment in comparison to Gonerby Road Health Clinic and Grantham Health Centre (2.4%, 0%, 0% respectively).

Respondents aged between 25-34 were significantly more likely to attend Grantham Hospital in comparison to Grantham Health Centre (7.6%, 0% respectively).

Respondents aged between 35-44 were significantly more likely to attend Grantham Hospital in comparison to none of the other hospitals identified (22.1%, 9.4% respectively).

#### Length of travel

##### **Question: Please tell us what you think was good about your experience...**

One person addressed concerns over having to travel to Boston for a follow-up after visiting Grantham Health Centre.

##### **Question: Please tell us what you think could have been improved about your experience...**

Eight comments indicated the length of travel - being sent to another hospital instead of Grantham.

One comment addressed the length of travel to Grantham.

##### **Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**



28 comments indicated that travelling to a hospital other than Grantham was difficult, including 16 comments indicated that travelling to Lincoln was an issue, and 10 comments indicating the same for Boston.

21 comments indicated that travelling to Grantham was an issue, with two of those also stating that there is an associated cost with travelling.

One comment indicated that the extra distance to travel to Grantham was not a problem, suggesting that safety was a priority.

**Question: Could you have attended a service in Grantham instead of the hospital that you went to?**

Two comments suggested that Lincoln is nearer to them, or it is easier to get there.

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

85 comments indicated that they had to travel further for their care or treatment, with one comment suggesting that they had to deal with traffic.

One respondent indicated that they had to travel for out-patients appointments after discharge.

**Question: Please tell us about the changes you experienced and how they affected you...**

34 comments indicated they had to travel further. However, two comments indicated that they didn't need to travel much further.

**Question: Is there anything else you would like to tell us about your experience...**

Four comments suggested that the extra travel would add extra pressure on to family.

Less travel

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

59 comments stated that Grantham was not far to travel too, or it was local.

49 comments stated that Grantham was easy to find or easy to get to.

One comment indicated that they would not have had treatment if they had to travel outside Grantham.

Comment received:

***“Being able to get treatment in my own town without having a long drive whilst in pain is a huge relief. I probably wouldn’t have got treatment if I’d had to travel and that could have had a huge impact on my recovery and my life.”***

Additional time and/or cost

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

27 comments indicated that attending another hospital took them additional time, a further 25 comments indicated that there was an additional cost, or they encountered difficulty with payment systems.

***“Financial costs for travel to Lincoln County, having to arrange childcare for other child due to having to travel for procedure I could not make it back in time for school pick up or bedtime.”***

Five comments also indicated that because of the extra time it takes to travel, they would often end up travelling late at night or in the dark.

**Question: Please tell us about the changes you experienced and how they affected you...**

14 indicated that the travel took longer.

Five comments addressed the added expense of travel.

Parking

**Question: Please tell us what you think was good about your experience...**

Six comments addressed the parking in Grantham; two suggesting it was good at Grantham Hospital, two suggesting it was good at Gonerby Road Health Clinic, and two suggesting that the parking was good at Grantham Health Centre.

**Question: Please tell us what you think could have been improved about your experience...**

11 people suggested that it should be improved at Grantham Hospital and Gonerby Road.

***“Grantham hospital FREE PARKING,!!”***

One respondent suggested it was easy to park.

One person indicated that they received a parking fine.

**Question: Please tell us about the changes you experienced and how they affected you...**

Three comments addressed poor parking.

Take time off work

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

25 comments indicated that they had to take time off work for their care or treatment due to the additional travel.

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Seven comments indicated that not being able to attend Grantham meant that they or their partners were required to take more time off work.

An example of the comments received:

***“To go to another hospital out of Grantham would have impacted on travelling, and work.”***

No transport

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

Seven respondents either did not drive or were not able to drive to or from the hospital because of the care or treatment they were receiving, with another four comments indicating they arrived at the hospital by ambulance.

One comment indicated they had to refuse treatment as they had no transport available.

***“I had to refuse an operation to set my broken wrist because I don’t have transport. Instead, I will end up with a permanently deformed wrist with reduced function, so it will be a long-term impact.”***

**Question: Please tell us about the changes you experienced and how they affected you...**

Two comments discussed the difficulty without their own transport.

Relying on others or public transport

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

14 comments indicated that they had to rely on others, such as their family or friends, to be able to travel for their care or treatment, with another six comments indicated having to rely on public transport.

Three comments indicated having to travel by taxi.

**Question: Please tell us about the changes you experienced and how they affected you..**

Three comments addressed the lack of public transport.

**Question: Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment?**

Two comments suggested that travelling to Boston or Lincoln using public transport wasn’t easy.

Getting home

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

One comment indicated that a respondent who had arrived by ambulance had to make their own way home, back to Grantham.

***“Discharged at 1am, yes 1am, so had to make my own way back to Grantham, as I was taken to Lincoln by ambulance.”***

Safety/Risk of travelling

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

Two comments indicated the added risk due to COVID-19 of travelling to a hospital outside their area, particularly one in a high-risk area.

**Question: Is there anything else you would like to tell us about your experience...**

Three comments also addressed safety concerns if having to drive further or travel to hospital for treatment in an emergency. Whilst another comment suggested that extra travel increases the risk of missing the appointment.

#### Location signposting

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

One comment stated that they did not have adequate instructions on how to get to Grantham, which resulted in them arriving late for their appointment.

*“And no clear instructions whereabouts I was to go. Which made me late for my appointment.”*

One comment suggested the respondent was confused over the location of their appointment:

*“Confused about getting to location.”*

## Treatment

Treatment was addressed throughout the survey by respondents.

#### Happy or satisfied with the treatment received

**Question: Please tell us what you think was good about your experience...**

37 comments addressed treatment. 22 comments indicated that they either thought the care or treatment they received was excellent or good, that they felt well looked after or that they were grateful with reference to Grantham Hospital, Gonerby Road Health Clinic, Grantham Health Centre, the Urgent Treatment Centre/A&E or no specified location (6, 1, 1, 11, 3 respectively).

**Question: Has attending another hospital for care or treatment had an impact on you...**

One comment indicated that they found Lincoln to be well organised, however, another comment indicated they visited several locations and found the care was uncoordinated.

Two comments indicated that visiting another hospital allowed respondents to see a specialist or service that they needed.

***An example of a comment received:***

***“For a major cancer operation, it was more than acceptable to be redirected after diagnosis at Grantham. He needed ITC and that must be maintained at larger hospitals rather than local level. “***

One comment indicated that they trust the care that they received.

**Question: As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed...**

Respondents were significantly more likely to indicate that their care hadn't changed (26.2%) in comparison to it had changed a great deal (19.2%).

**Question: To what extent were you satisfied with the care or treatment that you received in relation to Grantham Hospital...**

Over three-quarters (78.2%) of respondents that received care or treatment at Grantham Hospital were very satisfied with their care, with 16% of patients indicating that they were satisfied.

A parent or guardian of a child under 16 is significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied or very dissatisfied (20%, 0%, 0% respectively).

Respondents who were pregnant or who had given birth in the last year were significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied or very dissatisfied (2.5%, 0%, 0% respectively).

A carer was significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied, very dissatisfied or don't know (7%, 0%, 0%, 0% respectively).

Males were significantly more likely to be very satisfied or satisfied with Grantham Hospital in comparison to very dissatisfied (12.9%, 24.3%, 0% respectively).

35-44 years olds were significantly more likely to be very satisfied with Grantham Hospital in comparison to satisfied (23.4%, 10.8% respectively).

55-64 years olds, 65-74 years olds and those aged 75+ were significantly more likely to be very satisfied (20.4%, 20.4%, 5% respectively) or satisfied (21.6%, 13.5%, 13.5% respectively) with Grantham Hospital when compared to very dissatisfied (0%, 0%, 0% respectively).

75+ year olds were also significantly more likely to be very satisfied or satisfied in comparison to dissatisfied with Grantham Hospital (5%, 13.5%, 0% respectively).

**Question: To what extent were you satisfied with the care or treatment you received...**

Respondents were significantly more likely to be very satisfied at Grantham Hospital (78.2%) in comparison to Gonerby Road Health Clinic (50.5%) and Grantham Health Centre (28.3%).

**Question: To what extent were you satisfied with the care or treatment that you received in relation to Grantham Health Centre...**

Just over one-quarter (28.3%) of respondents who received care or treatment at Grantham Health Centre were very satisfied, with 10% of patients being satisfied.

Respondents who had a disability, long-term illness or health condition were significantly more likely to be very satisfied in comparison to dissatisfied (50%, 0% respectively).

Significantly more respondents indicated that they were satisfied in the public survey, in comparison to the in-hospital survey (11.5%, 0% respectively).

**Question: To what extent were you satisfied with the care or treatment that you received in relation to Gonerby Road Health Clinic...**

A carer was significantly more likely to indicate that they were very satisfied in comparison to satisfied, dissatisfied or very dissatisfied (12.2%, 0%, 0% 0% respectively).

Significantly more respondents indicated that they were very satisfied in the in-hospital survey, in comparison to the public survey (76%, 42.9% respectively).

A parent or guardian of a child under the age of 16 was significantly more likely to indicate they were very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied or very dissatisfied (22.5%, 0%, 0% respectively).

Respondents aged between 45 and 54 were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to satisfied, dissatisfied or very dissatisfied (28.6%, 5.9%, 0%, 0% respectively).

Respondents aged between 55 and 64 were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied or very dissatisfied (22.5%, 0%, 0% respectively).

Whilst respondents aged 65-74 were significantly more likely to be very satisfied or satisfied with Gonerby Road Health Clinic in comparison to very dissatisfied (18.4%, 23.5%, 0% respectively).

Finally, respondents aged over 75 were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied (8.2%, 0% respectively).

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Three comments suggested that Grantham would be their first choice if they were able to choose a hospital to attend.

**Question: Is there anything else you would like to tell us about your experience...**

58 comments suggested that they thought the hospital was either excellent, they preferred this hospital, or that they were either happy/felt comfortable/felt safe at this hospital or with the treatment they received.

An example of the comments received:

***“Just fab, can’t fault the experience in this very difficult year.”***

One comment suggested that COVID-19 had no impact on their treatment.

One respondent suggested they were looking forward to their next appointment.



Not happy or dissatisfied with the treatment received

**Question: Please tell us what you think was good about your experience...**

Two comments suggested that x-rays not being available after 7-8pm at Grantham Hospital was not good. Whist another mentioned that the ambulance service let the process down at Grantham Hospital.

An example of the comments received:

*“Was a bit concerned as they mentioned x-ray, but it was closed and I'd have had to gone to Lincoln (worry as it was 7pm and I have a toddler who'd have had to have come too). But they decided against xray so didn't need to go.”*

**Question: Has attending another hospital for care or treatment had an impact on you...**

Five comments indicated that their treatment could or should have taken place at Grantham.

Three comments indicated that they didn't like their care or treatment at another hospital, with one specifying Boston and another Lincoln. Another noted having an unpleasant experience at Lincoln.

An example of the comments received:

*“Lincoln - not ideal due to being in a vulnerable household and waiting times have been really long. My first appointment after my surgery my mother was sent away (I was two weeks post op, on crutches with my knee in a brace) even though I was allowed someone with me. No one helped me or told me where to go, it was a really unpleasant experience and caused me a lot of pain.”*

In comparison, another comment indicated that Lincoln struggled to manage a patient with autism:

*“My son is autistic, and they struggled to manage him.”*

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Five comments addressed inadequacies respondents felt in the treatment they received at both Grantham Hospital and Grantham Health Centre (4, 1 respectively).

An example of the comments received:

***“Grantham Hospital careless in diagnosis and treatment. Thereby a problem turned into a crisis.”***

**Question: What would improve your experience...**

Medication at Grantham Hospital was also addressed in two comments. One suggested that the medication they required wasn't available at Grantham Hospital, whilst another addressed the long wait for medication upon departure.

It was suggested in six comments that adequate or more equipment and facilities needed to be available at Grantham Hospital in order to improve the treatment available.

**Question: To what extent were you satisfied with the care or treatment that you received in relation to Grantham Hospital...**

Significantly more respondents indicated that they were dissatisfied with the care or treatment they received at Grantham Hospital from the public survey in comparison the in-hospital survey (2.7%, 0% respectively).

**Question: To what extent were you satisfied with the care or treatment that you received in relation to Gonerby Road Health Clinic...**

Females were significantly more likely to indicate they were very dissatisfied than males in comparison to very satisfied or satisfied (100%, 75.5%, 70.6% respectively).

**Question: Is there anything else you would like to tell us about your experience...**

Inadequacies in the treatment received were addressed in two comments, with one discussing pain management, and another a needle phobia.

Types of treatment/departments

**Question: Please tell us what you think was good about your experience...**

Six comments suggested different departments were good, with two regarding the Endoscopy Unit, another regarding the Haematology Clinic, another the

A&E/Fracture clinic at Grantham Hospital; with Physiotherapy and Oncology also being addressed at no specified location.

An example of the comments received:

***“Oncology Day ward offers not only me a lifeline, but the staff are magnificent.”***

**Question: Which patient services you have accessed...**

A carer was significantly more likely to attend A&E/Urgent care, diagnostics (MRI/CT/X-ray), outpatients (7.4%, 9%, 6% respectively), in comparison to surgery and maternity (0%, 0% respectively).

A parent or a guardian of a child under the age of 16 was significantly more likely to attend A&E/Urgent care, in comparison to surgery or diagnostics (MRI/CT/X-ray) (28.9%, 6.7%, 16.7% respectively).

Respondents who were pregnant or had given birth in the last year were also significantly more likely to attend A&E/Urgent care in comparison to surgery or outpatients or therapies (physiotherapy, occupational therapy) (3.4%, 0%, 0%, 0% respectively).

Respondents aged 35-44 were significantly more likely to attend A&E/Urgent care in comparison to diagnostics (MRI/CT/X-ray) or outpatients (30.9%, 16.7%, 13.1% respectively).

Respondents aged 45-54 were significantly more likely to attend A&E/Urgent care, surgery, diagnostics (MRI/CT/X-ray), outpatients, therapies (physiotherapy, occupational therapy), in comparison to maternity (22.8%, 30%, 14.1%, 22.6%, 14.3%, 0% respectively).

Respondents who were pregnant or had given birth in the last year were significantly more likely to have attended maternity (100%).

Respondents aged 55-64 were significantly more likely to attend diagnostics (MRI/CT/X-ray), outpatients or therapies (physiotherapy, occupational therapy) in comparison to A&E/Urgent care (25.6% 27.4%, 34.3%, 14.1% respectively).

Significantly more public survey respondents indicated that they had accessed diagnostics (MRI/CT/X-ray) in the last 12 months, in comparison to those completing the in-hospital survey (30.9%, 9.7% respectively).

Respondents aged 55-64 are significantly more likely to attend A&E/Urgent care, surgery, diagnostics (MRI/CT/X-ray), outpatients, therapies (physiotherapy, occupational therapy), in comparison to maternity (14.9%, 20%, 25.6%, 27.4%, 34.3%, 0% respectively).

65-74 years olds were significantly more likely to attend diagnostics (MRI/CT/X-ray), in comparison to A&E/Urgent care, surgery, therapies (physiotherapy, occupational therapy) (28.2%, 16.11%, 6.7%, 11.4% respectively)

65-74 years olds were significantly more likely to attend outpatients in comparison to surgery, (23.8%, 6.7% respectively).

45-54 years olds, 65-75 years olds and those aged 75+ were significantly less likely to attend maternity in comparison to all other services at 0%.

Males were significantly more likely than females to attend outpatients in comparison to therapies (physiotherapy, occupational therapy) (21.4%, 8.6% respectively).

Respondents who indicated they had a disability, long-term illness or health condition were significantly more likely to attend diagnostics (MRI/CT/X-ray), or outpatients, in comparison to A&E/Urgent care (64.1%, 64.5%, 47.7% respectively).

Respondents were significantly more likely to attend diagnostics (MRI/CT/X-ray), in comparison to surgery (64.1%, 43.3% respectively).

**Question: Is there anything else you would like to tell us about your experience...**

Three comments addressed concerns over the lack of available cancer treatment and support for heart patients.

*“I just wish they could deal with heart patients and were open at night.”*

## Service offering

Service offering was addressed by respondents throughout the survey.

Nothing to improve/ no impact

**Question: Please tell us what you think could have been improved about your experience...**

107 comments indicated that respondents either thought there was nothing to improve or that they couldn't think of anything to improve or that they were happy with the service.

***“Nothing. Couldn't fault experience at all.”***

**Question: Please tell us what you think was good about your experience...**

Two comments indicated that they had no problems at Grantham Hospital.

**Question: Please tell us about the changes you experienced and how they affected you...**

25 comments indicated that they had seen either no impact from the changes, that they were happy with the services at Grantham or that they were happy in general.

Availability of services

**Question: Could you have attended a service in Grantham instead of the hospital that you went to...**

Nearly half of respondents (45.9%) indicated that they couldn't have attended a service at Grantham Hospital as the service wasn't available.

One-third (33.3%) of respondents indicated that they were not given Grantham as an option.

5.3% indicated that they could have attended Grantham instead, but they asked to go to the other hospital.

Significantly more respondents suggested that they couldn't have attended Grantham Hospital (45.9%) as the service they needed wasn't available there in comparison to not being given Grantham as an option, that they could have attended, but the GP referred them to another hospital or that they asked to go to another hospital (33.3%, 6.8%, 5.3% respectively).

Carers were significantly more likely to indicate they weren't given Grantham Hospital as an option or the service they needed was not available in Grantham in

comparison to them asking to go to another hospital or their GP/clinician referring them to another hospital (11.5%, 7.1%, 0%, 0% respectively).

Respondents aged between 25-34 years old were significantly more likely to indicate that the service they needed was not available at Grantham Hospital in comparison to them asking to go to another hospital, their GP/clinician referring them to another hospital, or not being given Grantham as an option (9.5%, 0%, 0%, 0% respectively).

Respondents aged between 35 and 44 indicated that they were significantly more likely to need a service not available in Grantham Hospital in comparison to not being given Grantham as an option (22.6%, 9.7% respectively).

**Question: If your care or treatment has changed, please tell us why you think this...**

Significantly more respondents, nearly half (47.1%), indicated their care or treatment had changed because the service they needed was moved to another location. 6 further comments indicated that their appointment was either suspended or cancelled.

Significantly more respondents in the in-hospital survey indicated that they felt their care or treatment had changed because the service they needed was moved to another location, in comparison to respondents in the public survey (66.7%, 45% respectively).

Significantly more respondents to the public survey indicated that they felt their care or treatment had changed due to an 'other' reason in comparison to the in-hospital survey (22.5%, 0% respectively).

Significantly more carers indicated their service had moved to another location in comparison to them deciding not to access care and treatment during the COVID-19 pandemic (9.2%, 0% respectively).

Significantly more 25-34 years olds indicated their service had moved to another location or that they did not need care or treatment during this time in comparison to them deciding not to access care and treatment during the COVID-19 pandemic (3.4%, 13.8%, 0% respectively).

Significantly more respondents with a disability, long-term illness or health condition decided not to access care and treatment during the COVID-19 pandemic in

comparison to their service being moved to another location or that they did not need care or treatment during this time (88.9%, 53.8%, 46.3% respectively).

**Question: Please tell us what you think could have been improved about your experience...**

One comment indicated that Grantham Hospital should have a fracture clinic.

**Question: Please tell us what you think could have been improved about your experience...**

Three comments addressed the need for a 24-hour x-ray service at Grantham Hospital.

An example of the comments received:

*“It needs to be a fully functioning hospital and the xray department shouldn’t close at 8pm.”*

**Question: Please tell us about the changes you experienced and how they affected you...**

Three comments addressed the lack of services, with one mentioning no evening x-ray available and another suggesting that services should be brought back to Grantham Hospital.

An example of the comments received:

*“No CT facility almost tripling the time I was away from home...”*

One comment addressed concern about whether chemotherapy will continue at Grantham.

Three comments mentioned blood tests, with two comments suggesting that they now need to get their blood taken at the doctors and another suggesting that they are no longer able to get their blood taken at Grantham Hospital.

**Question: Is there anything else you would like to tell us about your experience...**

One comment suggested that the staff are limited with what they can do due to the service limitations, with another suggesting that Grantham could be great again and be the hospital that supports most of Lincolnshire.

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

It was suggested, by one comment that Grantham is the only hospital for cancer treatment.

### Urgent Treatment Centre

**Question: Please tell us about the changes you experienced and how they affected you...**

Two comments addressed the Urgent Treatment Centre – suggesting that it was better than A&E.

**Question: Is there anything else you would like to tell us about your experience...**

One comment suggested that A&E used to be excellent, with another three comments suggesting the Urgent Treatment Centre was either effective or excellent.

**Question: If your care or treatment has changed, please tell us why you think this...**

One 'other' comment indicated that the Urgent Treatment Centre had improved.

### Needs full service

**Question: Is there anything else you would like to tell us about your experience...**

22 comments expressed the need to keep the hospital fully functioning, the need to keep the hospital open and the impact on the local community.

An example comment:

***“Ensure the hospital continues to serve the community.”***

16 comments suggested that the full service should be reinstated with an A&E department, with some addressing safety concerns without it.

An example of the comments:



***“The community needs a fully operational hospital nearby with an A&E as we are close to major roads which have a number of serious accidents on the each [sic] week.”***

One comment suggested that it needed to be reinstated once we were over the COVID-19 pandemic.

**Question: Please tell us what you think was good about your experience...**

Seven comments mentioned the changes at Grantham Hospital, with four addressing the importance of having a fully functioning Grantham Hospital and three discussing the changes at A&E.

An example comment:

***“Our hospital is so precious, we need it so much , so many new residents in Grantham, we just cannot function without it”***

**Question: Please tell us what you think could have been improved about your experience...**

36 comments indicated that either A&E is needed or that services need to be reintroduced at Grantham Hospital.

One respondent who indicated that they had visited Gonerby Road within the last 12 months and that they would like to see a fully functioning A&E department.

More local services

**Question: Please tell us what you think could have been improved about your experience...**

Three comments about Grantham Hospital suggested they would like to see more local services.

Should have 24/7 service

Seven comments discussed the requirement for a 24/7 service offering, with five comments suggesting it either should be 24/7 or they wish it was.

Two comments stated that the demand in Grantham suggests that it should be 24/7.

An example of the comments received:

***“Grantham needs an operating 24 hour [sic] emergency department. The travel to other hospitals is just too far and there is enough of a demand here.”***

More equipment needed

**Question: Is there anything else you would like to tell us about your experience...**

Five comments indicating that Lincoln was disorganised and had inadequate equipment.

***“In Lincoln hospital the Cray machine was broken, and my son didn't received treatment.”***

Worry about closure

**Question: Please tell us what you think could have been improved about your experience...**

One comment suggested that respondents didn't want Grantham Hospital to close with another three suggesting they would like to see Grantham Hospital fully functioning again.

Changes are supported

**Question: Please tell us about the changes you experienced and how they affected you...**

Two comments suggested that they supported the changes or that the changes were welcome.

## **Appointments, efficiency and waiting times**

Appointments, efficiency and waiting times were mentioned by respondents throughout the survey.

Waiting times

**Question: Please tell us what you think was good about your experience...**

Three comments addressed the Urgent Treatment Centre/A&E, with one suggesting that they triaged quickly and another two comments suggesting that they only had a short wait.

One comment suggested that the wait was long at Grantham Hospital:

*“....good care especially during such an awful time just long waits on occasions which isn’t helpful when waiting for information on your baby.”*

**Question: Please tell us what you think could have been improved about your experience**

Waiting times and delays were mentioned at both Grantham Hospital and Gonerby Road (6, 3 respectively).

Another comment suggested that Gonerby Road was too busy.

One comment addressed the long wait for medication upon departure.

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Five comments indicated that there were long waiting times to access treatment.

One comment indicated that their recovery was impacted due to the waiting time.

**Question: Is there anything else you would like to tell us about your experience...**

Two comments suggested that respondents were having to wait for an operation due to COVID-19.

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

Three comments indicated that there were long waiting times at Lincoln.

An example of those comments:

*“I waited several hours to be finally seen by staff who had no idea why I was there.”*

One respondent indicated they had a significant delay from referral to treatment:

*“It was brilliant, expert care. However, I did experience a significant delay from referral to treatment.”*

**Question: Please tell us about the changes you experienced and how they affected you...**

Ten comments indicated that they either needed to wait longer for appointments or wait longer to be seen.

**Question: Is there anything else you would like to tell us about your experience...**

Two comments suggested that respondents were having to wait for an operation due to COVID-19.

#### Inform patients about delays

**Question: Please tell us what you think could have been improved about your experience...**

Two comments suggested that Gonerby Road should improve their method of informing patients about delays.

#### Efficiency

**Question: Please tell us what you think was good about your experience...**

109 comments stated that their treatment was efficient, or they were seen quickly or on time at Grantham Hospital, Gonerby Road Health Clinic, Grantham Health Centre, Urgent Treatment Centre/A&E as well as at locations that weren't specified.

An example of the comments received:

*“Physiotherapy visits (x3) convenient and timely. Very prompt.”*

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

One comment indicated that Grantham was the most efficient hospital, with a further comment indicating that they got their treatment in good time.

**Question: Is there anything else you would like to tell us about your experience...**

Three comments suggested that they were extremely efficient.

## Appointments

**Question: Is there anything else you would like to tell us about your experience...**

Two comments suggested that it wasn't possible to be seen at Grantham and/or another hospital.

**Question: Please tell us what you think could have been improved about your experience...**

One comment suggested the process of changing appointments should be easier at Grantham Hospital.

One comment suggested that Grantham needs to have more available outpatient appointments.

## Cancellations

**Question: Please tell us about the changes you experienced and how they affected you...**

22 comments indicated that they had experienced cancellations or the service they required was no longer available.

## Confusion over 111 appointments

**Question: Please tell us what you think could be improved...**

Two comments indicated that 111 appointments should be improved, with one suggesting 111 informed them they were lucky to get an appointment at the Urgent Treatment Centre, and for them to arrive and find it was empty, to another suggesting the website advice differed to what they were given over the phone.

An example of the comments received:

***“At the time (during lockdown) the instructions given by the hospital website were to call 111 and make an appointment. 111 told me just to show up and it wasn't possible to make an appointment at Grantham Hospital urgent care. This didn't cause any problems, but was confusing.”***

### Access to appointments

**Question: Please tell us about the changes you experienced and how they affected you...**

Five comments suggested that their face-to-face appointments had stopped.

### Remote appointments

**Question: Please tell us about the changes you experienced and how they affected you...**

Ten comments indicating that they were able to have remote appointments, however, five of these comments indicated that the remote appointments weren't appropriate.

*“I was able to discuss my case over the telephone with cardiologist but was not examined or basic checks carried out - eg blood pressure or heart listened to.”*

**Question: If your care or treatment has changed, please tell us why you think this...**

Eight comments indicated that they had received remote appointments instead of face-to-face appointments.

### Take time off work

**Question: Please tell us about the changes you experienced and how they affected you...**

Five comments suggested that they had to take time off work to attend their appointment.

## **COVID-19, cleanliness, and safety**

COVID-19, cleanliness and safety were addressed by respondents throughout the survey.

### Impact of COVID-19 on services

**Question: As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed..**

Roughly two-fifths of respondents indicated that their care or treatment had changed a great deal, or it hadn't changed at all as a result of the temporary changes at Grantham Hospital (19.2%, 20.5% respectively).

Respondents were significantly more likely to indicate that their care hadn't changed (26.2%) in comparison to it had changed a great deal (19.2%).

Significantly more respondents to the public survey indicated that they didn't know if, as a result of these temporary changes at Grantham Hospital due to COVID-19, their care or treatment that they would usually receive had changed, in comparison to the in-hospital survey (27.9%, 10% respectively).

Carers were significantly more likely to indicate their service had moved to another location in comparison to the deciding not to access care and treatment during the COVID-19 pandemic (9.2%, 0% respectively).

Significantly more respondents with a disability, long-term illness or health condition decided not to access care and treatment during the COVID-19 pandemic in comparison to indicating that their service was moved to another location or that they did not need care or treatment during this time (88.9%, 53.8%, 46.3% respectively).

#### COVID-19 measures

##### **Question: Please tell us what you think was good about your experience...**

19 comments indicated they felt safe at Grantham Hospital with reasons given due to social distancing and the green status.

One comment indicated they felt safe at Gonerby Road Health Clinic,

One comment indicated that they felt safe at the Urgent Treatment Centre/A&E  
Three comments indicated they felt safe at a location not specified.

15 comments indicated they were happy with the cleanliness at Grantham Hospital, whilst one suggested that they were happy with the cleanliness at Gonerby Road and another suggested they were with the cleanliness at Urgent Treatment Centre/A&E.

Four comments indicated that the staff at Gonerby Road Health Clinic were very COVID-19 aware and two indicated similar with no location provided.



**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Four comments indicated that they felt safe at Grantham, with COVID-19 measures being followed, and one comment mentioning Grantham being a 'green site'.

*“Not as hectic as Lincoln and the COVID-19 safety measures were more adhered to than Lincoln.”*

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

It was indicated in one comment that a negative COVID-19 test was required to attend Grantham, so they visited Lincoln the next day.

**Question: If your care or treatment has changed, please tell us why you think this...**

Three comments indicated that they had to take a COVID-19 test and self-isolate before their care or treatment.

One comment indicated that resources were not available due to COVID-19.

**Question: Please tell us about the changes you experienced and how they affected you...**

It was indicated in one comment that the respondent needed to have a COVID-19 test before they attended Grantham.

**Question: Could you have attended a service in Grantham instead of the hospital that you went to...**

Two comments suggested that Grantham was the only option as it is a 'green site'.

Two comments suggested that they couldn't access Grantham as it was a 'green site.'

#### COVID risk

**Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

Five comments indicated that they had a fear of catching COVID-19 at another hospital, or that other hospitals were less COVID-19 safe in comparison to Grantham.

***“Pilgrim did not feel as safe with regards to COVID standards, the Covid swab staff on the other hand are very professional and friendly.”***

### Cleanliness

**Question: Please tell us what you think was good about your experience...**

15 comments suggested they were happy with the cleanliness at Grantham Hospital.

One suggested that they were happy with the cleanliness at Gonerby Road and another suggested they were happy with the cleanliness at the Urgent Treatment Centre/A&E.

***“...room was clean & comfy. Everything was explained well.”***

**Question: Please tell us what you think could have been improved about your experience...**

Four comments indicated that Grantham hospital was not clean and one that Gonerby Road was not clean. A further comment indicated that they would like to be provided with products to clean the area that they were in with reference to Grantham Hospital or Gonerby Road.

**Question: Is there anything else you would like to tell us about your experience...**

Two comments suggested that the facilities were clean.

### Safety

**Question: Please tell us why you attended Grantham on this occasion?**

One ‘other’ comment indicated that they felt safe at Grantham.

One comment indicated that the extra distance to travel to Grantham was not a problem, suggesting that safety was a priority.

***“Would rather travel and be safe.”***

**Question: Please tell us about the changes you experienced and how they affected you...**

Four comments suggested the changes made them feel safe.

Two comments suggested that they didn’t feel safe with the changes.

Three comments suggested that they were not willing to attend a hospital.

***“I have not attended the hospital even when maybe I should as I do not want to risk anyone or anything.”***

#### Post COVID-19 services

**Question: Please tell us what you think was good about your experience...**

One comment suggested that Grantham Hospital should be reinstated once the pandemic is over.

One comment suggested that COVID-19 had no impact on their treatment.

## Workforce

#### Positive experience with staff

**Question: Please tell us what you think was good about your experience...**

65 comments indicated the staff were good, with comments suggesting they were excellent. Locations specified included Grantham Hospital and Gonerby Road Health Clinic.

Three comments suggested that the staff were polite.

***“Being cared for by polite staff they were very reassuring from admission to discharge and nothing was too much trouble.”***

One comment indicated reception staff were good at Grantham Health Centre.

**Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Eight comments indicated the same when asked if attending Grantham for care or treatment instead of another hospital had an impact.

***“Staff at Grantham are prepared to go out of their way to look after you.”***

**Question: Is there anything else you would like to tell us about your experience...**

46 comments indicated that respondents found staff to be helpful/kind/considerate/reassuring, trustworthy or committed.

17 comments suggested that respondents felt that the staff were either professional or knowledgeable.

Four comments either thanked the staff or showed appreciation to the staff.

*“...Well done everyone, especially in such difficult times.”*

Two respondents suggested that they felt more cared for and looked after at Pilgrim than at Grantham.

Negative experience with staff

**Question: Please tell us what you think could be improved...**

Seven comments indicated that the staff at Grantham Hospital were either rude, unfriendly or lacked empathy.

*“Politeness of the reception desk staff.”*

One comment indicated staff weren't wearing face coverings at Gonerby Road.

*“Staff not wearing face coverings.”*

One comment indicated that leadership needed to be improved at Grantham.

**Question: How have the changes affected you...**

Two comments addressed concern over unfamiliar staff or that they had built a rapport with previous staff.

One comment indicated that the reception staff at Vine Street Surgery were rude.

One comment indicated staff were dissatisfied at Moy Park - Gonerby Road Health Clinic.

One comment indicated staff at Lincoln were unhelpful.

When asked if there was anything else they would like to say about their experience at Grantham and District Hospital, one comment indicated they got the impression that staff would prefer to be able to offer a full service.

***“The staff were excellent but I got the impression that they regretted not being able to offer a full service.”***

**Question: Did going to another hospital have an impact on you...**

One respondent indicated that they were unable to have their appointment at Boston because the Doctor had been transferred.

One comment suggested that there was a lack of professionalism and they were misdiagnosed.

**Question: Is there anything else you would like to tell us about your experience...**

Two comments addressed lack of empathy or disrespect they received from either the consultants or surgeons.

***“The nursing team I had on my first day there were absolutely lovely and did all they could. The surgeons were horrid and put them in an awful position. They gave them no prior warning and were really lacking any empathy or understanding...”***

Staff are overworked

**Question: Please tell us what you think could be improved...**

Three comment indicated that more staff were required at Grantham Hospital when asked what could have been improved about their experience.

**Question: Did going to another hospital have an impact on you...**

Two comments indicated that staff are under pressure or overworked.

***“Overworked staff at Lincoln general.”***

**Question: Is there anything else you would like to tell us about your experience...**

Four comments addressed the pressure that the staff were under, whilst one indicated that they thought the staff were under less pressure due to the COVID-19 restrictions.

***“This is an underfunded facility with under pressure staff doing an amazing job.”***

### Security

**Question: What could have been improved about your experience...**

Seven comments suggested that respondents felt uncomfortable with the questioning by security on arrival at Grantham, with some finding them rude, obstructive or unhelpful.

***“I support security but do not require an unannounced person to ask why I am at a hospital or to escort me to reception.”***

One comment addressed security not being aware that the Urgent Treatment Centre allows for walk-ins at Grantham Hospital:

***“Security guards knowing that the urgent treatment center [sic] accepts walk ins. On two occasions they tried to refuse me entry because I didn’t have an appointment.”***

**Question: Is there anything else you would like to tell us about your experience...**

One comment suggested the security at Grantham were better than at Pilgrim.

## **Organisation, processes and communication**

Organisation, processes and communication were addressed throughout the responses with comments covering good organisation, good communication, poor communication, improve clerical tasks as well as the referral process. We will address each below.

### Good organisation

**Question: Please tell us what you think was good about your experience...**

16 comments suggested the organisation or communication was good at Grantham Hospital, Gonerby Road Health Clinic, or at no specified location.

## Good Communication

### **Question: Please tell us what you think was good about your experience...**

16 comments suggested the organisation or communication was good at Grantham Hospital, Gonerby Road Health Clinic, or at no specified location.

*“Grantham hospital was very friendly spoke to me all the way through what rhey [sic] was doing.”*

One comment suggested that they weren't happy with the communication at Grantham Hospital.

## Poor communication

### **Question: Please tell us what you think was good about your experience...**

One comment suggested that they weren't happy with the communication at Grantham Hospital.

*“Not told beforehand that I could not attend to have a blood test without an appointment. I have previously regularly attended for blood tests with no appointment.”*

### **Question: What could have been improved about your experience...**

Five comments suggested that communication at either Grantham Hospital or a no specified hospital needed to be improved.

### **Question: If attending a hospital other than Grantham for care or treatment had an impact on you, please tell us how...**

One comment mentioned the poor communication at Lincoln.

*“Absolutely awful service at Lincoln, sat in a room for over 9hrs waiting for a bed. Two drinks offered, no food and a diabetic. Communication when my family called was non existent.[sic] “*

### **Question: How did the changes affect you...**

Three comments addressed a lack of communication about the changes and appointments.

## Improve clerical tasks

### **Question: What was good about their experience...**

One respondent suggested the admin was not good, but no location was specified.

### **Question: Is there anything else you would like to tell us about your experience...**

Four comments addressed the need to either improve admin, organisation or communication.

***“Both the increasing number of users, and the staff at the hospital deserve to be adequately resourced and provided for.”***

## Referral Process

### **Question: What was good about their experience...**

Four comments indicated that they were either happy with the referral process, the booking in system or the transfer process at Grantham Hospital as well as at a location that wasn't specified.

## **Environment & Décor**

The environment and décor in the buildings was also addressed by respondents in the survey. The findings are below.

### **Question: Please tell us what you think could have been improved about your experience**

Six comments indicated that the décor in general needed improvement at Grantham Hospital and one commenting the same with an unspecified location.

### **Question: Is there anything else you would like to tell us about your experience...**

Six comments recommended that signage, parking, signposting and patient access should be improved.



## Environment

**Question: Please tell us about the changes you experienced and how they affected you...**

Two comments addressed the environment in which they had their appointment or treatment – with one indicating that it felt like they were being treated on the back of a lorry.

## Signposting

**Question: Please tell us what you think could have been improved about your experience...**

Improving signposting was addressed in comments for both Grantham Hospital and Gonerby Road (3, 3 respectively).

*“Directions from entrance to my appointment venue.”*

## Temperature

**Question: Please tell us what you think could have been improved about your experience...**

The temperature of the buildings was also addressed. One person indicated that Grantham Hospital was too cold due to building work and another suggested that Gonerby Road was too hot.

*“Not sure where to go, extremely hot in the portacabins, felt sorry for the staff as it's not a great way to work!”*

## Quiet

**Question: Please tell us what you think was good about your experience...**

Three comments suggested that it was good that Grantham Hospital was quiet.

## Food and Drink

**Question: Please tell us what you think could have been improved about your experience...**

Three comments indicated that food or drink should be improved at Grantham Hospital.

## Visitors and Family Support

### **Question: Please tell us what you think could be improved...**

Two comments suggested that visitors should be allowed at Grantham Hospital, with one suggesting that partners should be allowed at Gonerby Road and another suggesting that they should be allowed at the maternity department at Grantham Health Centre.

### **Question: If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how...**

Three comments mentioned that visitors were not allowed, and that their partner had to wait outside the hospital during their treatment.

*“No visiting and no accompaniment on appointments.”*

One comment suggested that different trusts have different rules when it comes to visitors with this being allowed at Peterborough.

*“Peterborough are allowing partners in to [sic] ALL maternity appointments. Ridiculous that this trust has different rules and seems support in maternity care not essential.”*

## Investment

### **Question: Please tell us what you think could be improved...**

Four comments suggested that Grantham Hospital required more investment.

*“More investment into it to improve facilities at this gem of a hospital.”*

### **Question: Is there anything else you would like to tell us about your experience...**

Five comments addressed the lack of funding.

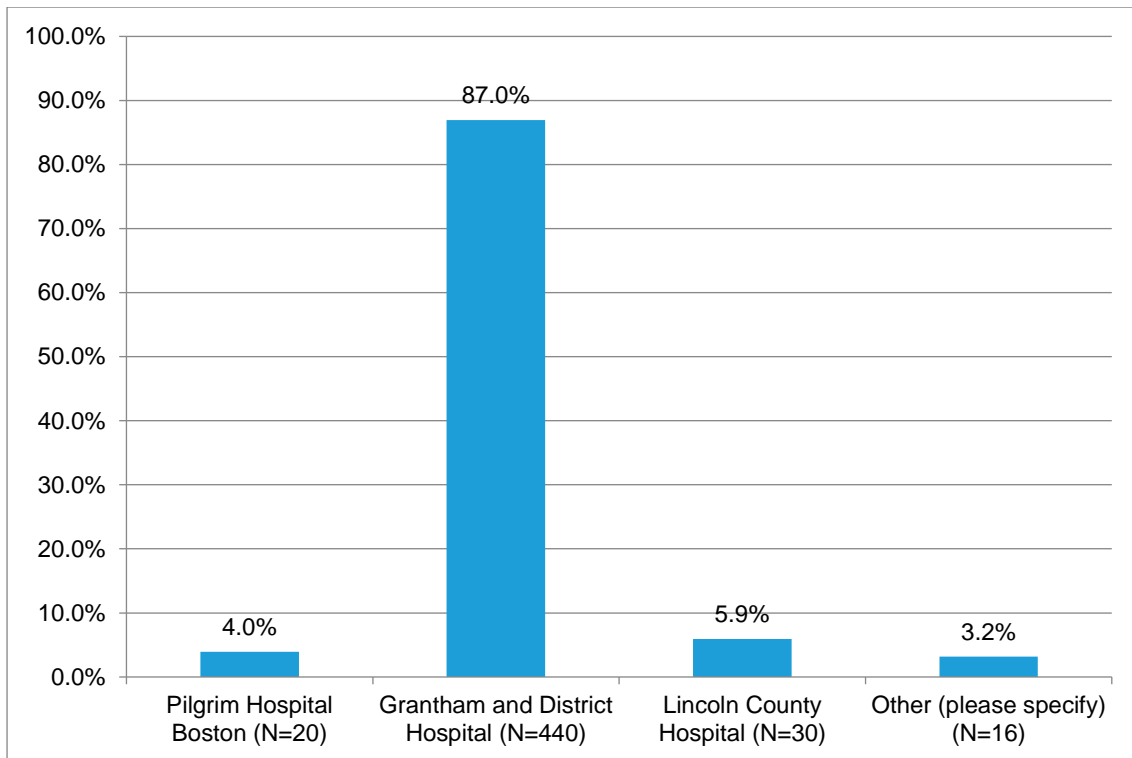
## Appendix – Survey Analysis

### Q1. What is your postcode (N=495)

| Postcode | % of responses | Number of responses | Postcode | % of responses | Number of responses |
|----------|----------------|---------------------|----------|----------------|---------------------|
| DN21     | 0.2            | 1                   | NG23     | 0.8            | 4                   |
| LE13     | 0.1            | 1                   | NG24     | 0.6            | 3                   |
| LN1      | 0.6            | 3                   | NG31     | 62.8           | 311                 |
| LN2      | 8.4            | 8                   | NG32     | 11.7           | 58                  |
| LN3      | 0.2            | 1                   | NG33     | 5.1            | 25                  |
| LN4      | 0.8            | 4                   | NG34     | 6.9            | 34                  |
| LN5      | 1.0            | 5                   | NW1      | 0.2            | 1                   |
| LN6      | 0.6            | 3                   | PE11     | 0.6            | 3                   |
| LN8      | 0.2            | 1                   | PE12     | 0.4            | 2                   |
| LN9      | 0.2            | 1                   | PE20     | 0.4            | 2                   |
| LN10     | 0.4            | 2                   | PE21     | 1.0            | 5                   |
| LN13     | 0.4            | 1                   | PE22     | 0.4            | 2                   |
| NG13     | 8.4            | 8                   | PE23     | 0.4            | 2                   |
| NG18     | 0.2            | 1                   | PE25     | 0.6            | 3                   |

### Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose? (N=506)

Significantly more (87%) of respondents indicated, that given the choice, they would choose to visit GranthamHospital.



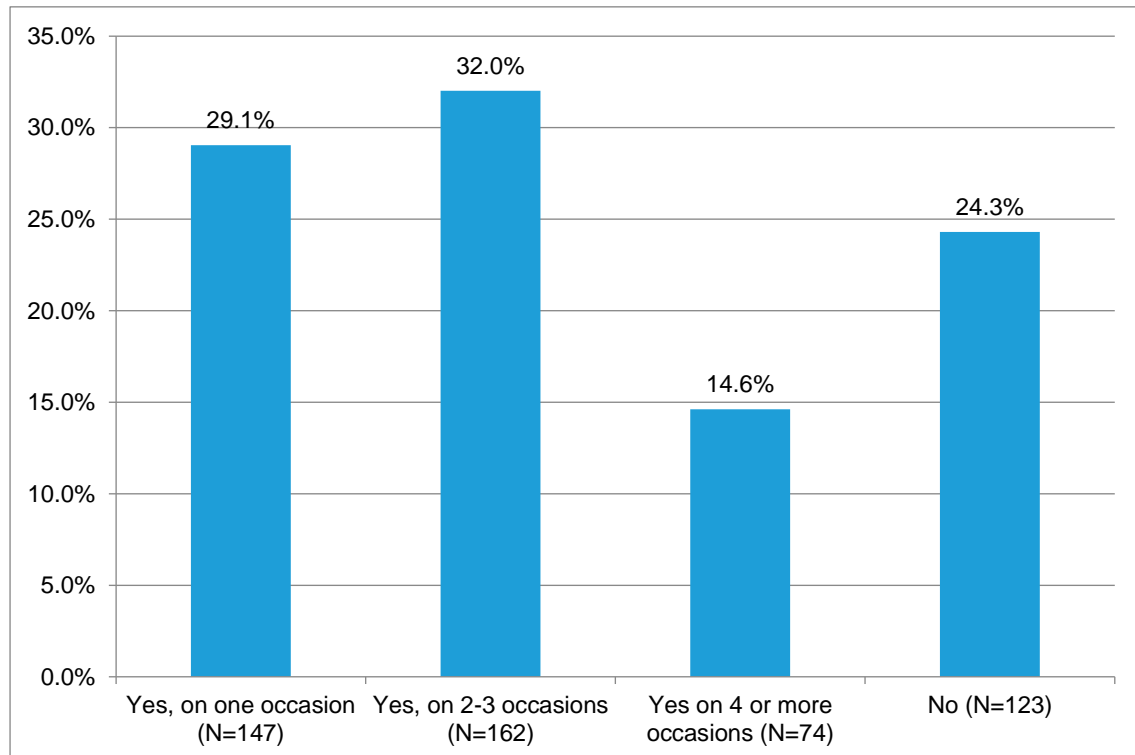
### Other Category (N=16)

Respondents were given the opportunity to suggest an ‘other’ hospital that they would choose to visit. There were 16 respondents, providing 17 comments. Please see the table below.

| Comment                    | Quantity |
|----------------------------|----------|
| Peterborough               | 5        |
| QMC                        | 5        |
| Newark                     | 2        |
| Louth                      | 2        |
| Johnson Community Hospital | 1        |
| Q E Kings Lynn             | 1        |
| UCLH                       | 1        |

### Q3. Have you attended a hospital or community venue as a patient in the last 12 months? (N=506)

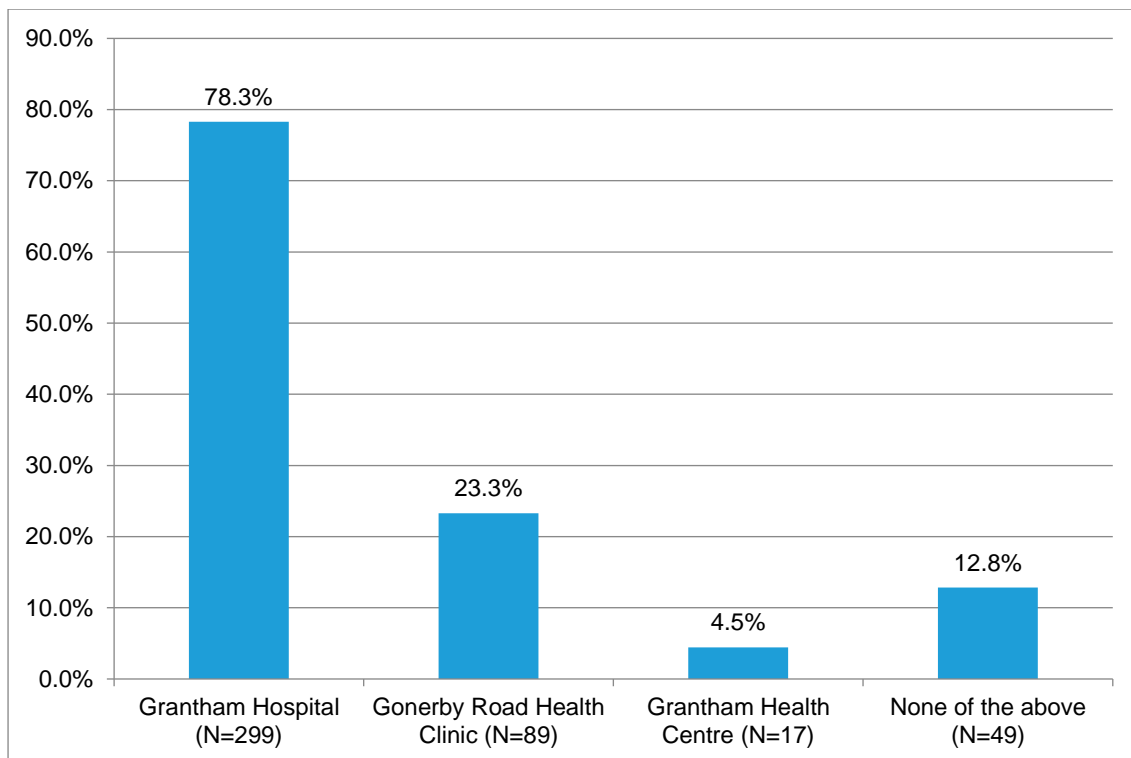
Nearly one-third (32%) of respondents indicated that they had attended a hospital or community venue as a patient on 2-3 occasions in the last 12 months, with a further 29.1% indicating that they had attended only once. Nearly one-quarter (24.3%) of respondents indicated that they had not attended previously in the last 12 months.



### Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months? (N=382)

Over three-quarters, significantly more (78.3%) respondents indicated that they had attended Grantham Hospital for care or treatment in the last 12 months, in comparison to under one-quarter (23.3%) indicating that they had attended Gonerby Road Health Clinic.

Whilst significantly more (23.3%) indicated that they had attended Gonerby Road Health Clinic for care or treatment in the last 12 months, in comparison to Grantham Health Centre (4.5%).

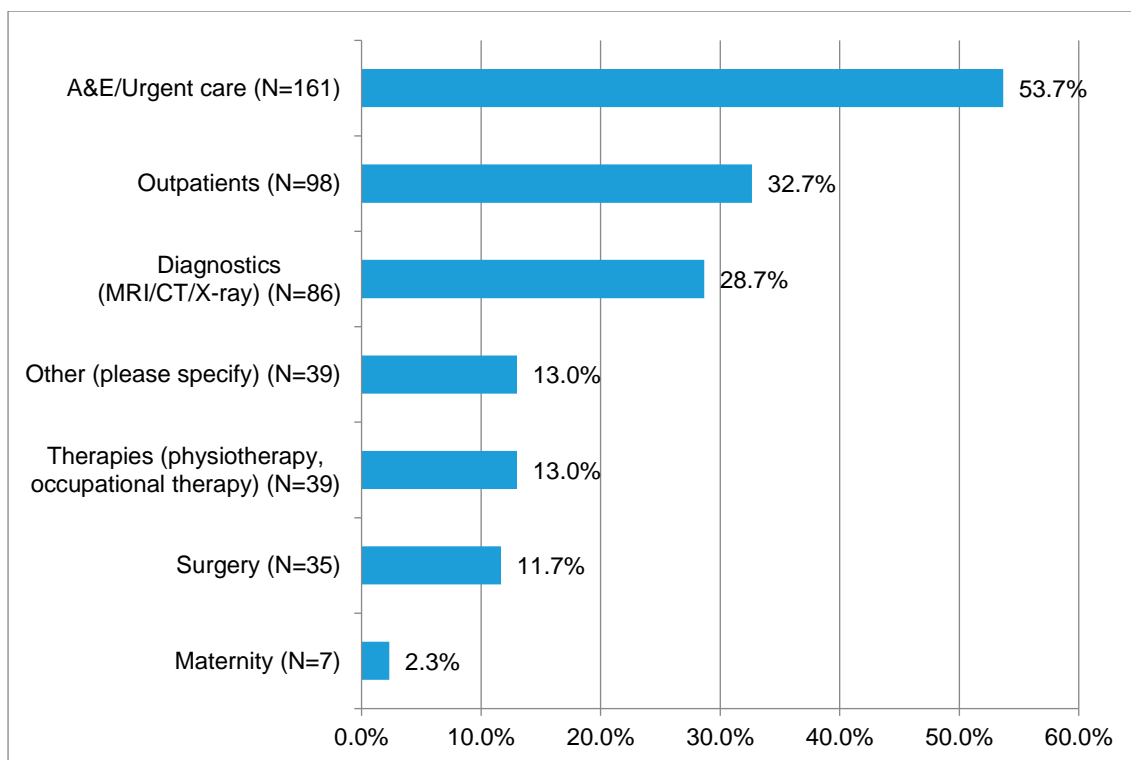


**Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road Health Clinic or the Grantham Health Centre in the last 12 months: (N=300)**

Significantly more respondents (53.7%) reported having attended A&E or Urgent Care at either Grantham Hospital, Gonerby Road Health Clinic or the Grantham Health Centre in the last 12 months.

One-third (32.7%) reported attending outpatients, whilst just under one third (28.7%) of respondents indicated that they had used the diagnostics service.

Maternity service was significantly less likely to be chosen out of all of the patient services with only 2.3% of respondents choosing this option.



**Q6. To what extent were you satisfied with the care or treatment you received? (N=299)**

Over three-quarters (78.2%) of respondents that received care or treatment at Grantham Hospital were very satisfied with their care, with 16% of patients indicating that they were satisfied.

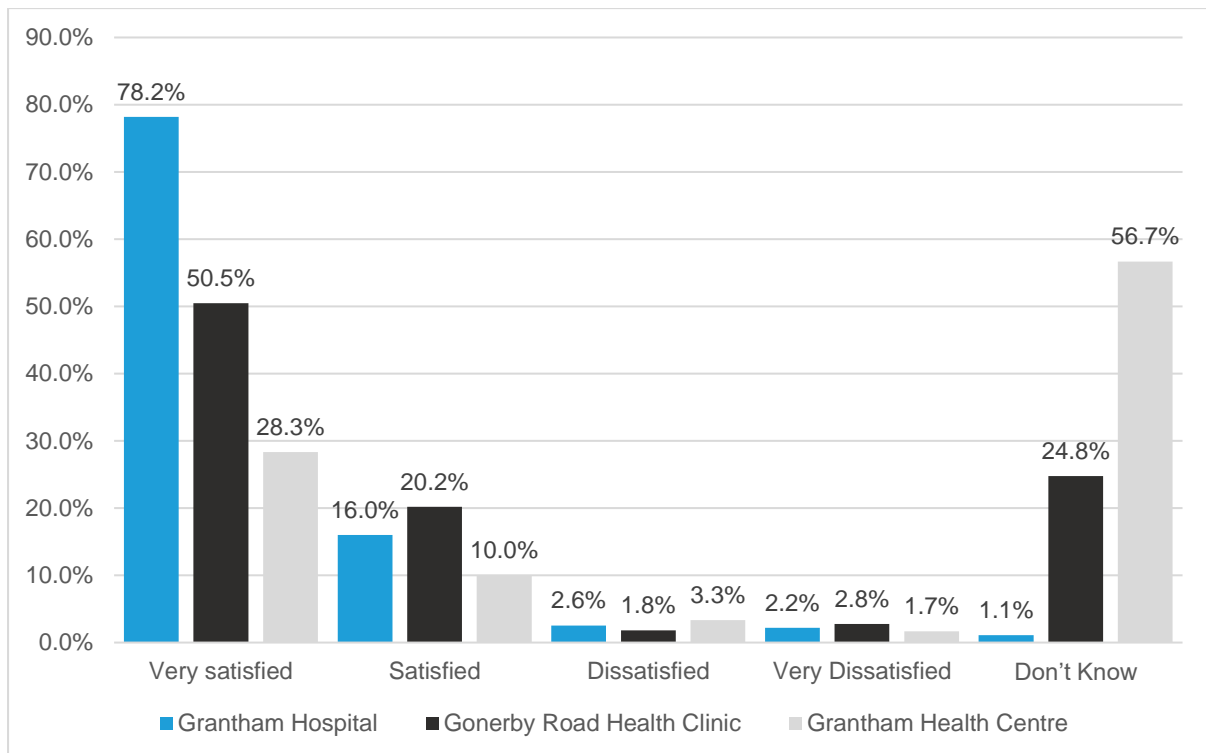
Just over half of the respondents (50.5%) that received care at Gonerby Road Health Clinic, indicated that they were very satisfied with the care or treatment they received, with one-fifth (20.2%) being satisfied.

Just over one-quarter (28.3%) of respondents who received care or treatment at Grantham Health Centre were very satisfied, and a further 10% of patients being satisfied.

Respondents were significantly more likely to be very satisfied at Grantham Hospital (78.2%) in comparison to Gonerby Road Health Clinic (50.5%) and Grantham Health Centre (28.3%).

Furthermore, respondents were significantly more likely to not know their satisfaction levels at Gonerby Road Health Clinic (24.8%) or Grantham Health Centre (56.7%) in comparison to Grantham Hospital (1.1%). Respondents were significantly more likely

not know their satisfaction levels at Grantham Health Centre (56.7%) in comparison to Gonerby Road Health Clinic (24.8%).



|                                    | Very satisfied | Satisfied    | Dissatisfied | Very Dissatisfied | Don't Know   |
|------------------------------------|----------------|--------------|--------------|-------------------|--------------|
| Grantham Hospital (N=275)          | 78.2% (N=215)  | 16% (N=44)   | 2.6% (N=7)   | 2.2% (N=6)        | 1.1% (N=3)   |
| Gonerby Road Health Clinic (N=109) | 50.5% (N=55)   | 20.2% (N=22) | 1.8% (N=2)   | 2.75% (N=3)       | 24.8% (N=27) |
| Grantham Health Centre (N=60)      | 28.3% (N=17)   | 10% (N=6)    | 3.3% (N=2)   | 1.7% (N=1)        | 56.7% (N=34) |

**Q7. Please tell us what you think was good about your experience (N=281)**

Respondents were asked to tell us what they thought was good about their experience. 282 respondents provided 529 comments.



These comments were then grouped into the following themes, as well as an 'other' category. Wherever possible comments have been themed with reference to which location they were discussing.

## **Workforce**

In total, 216 comments discussed workforce, with 65 comments suggesting the staff were excellent, in relation to Grantham Hospital, Gonerby Road Health Clinic as well as no specified location (53, 6, 6 respectively)

### ***“Excellent Staff.”***

127 comments also suggested that staff were caring, supportive, kind, respectful, reassuring or listened at Grantham Hospital, Gonerby Road Health Clinic, specifically the Urgent Treatment Centre or A&E and at no specified location (96, 13, 14, 4 respectively).

### ***“UTC provision esp efficient and compassionate.”***

Also, 17 comments suggested that respondents felt that the staff were either professional or knowledgeable with reference to Grantham Hospital, Gonerby Road Health Clinic, Grantham Health Centre and no specified location (4, 8, 1, 4 respectively).

### ***“Excellent professional service whilst also making me feel respected and valued as an individual.”***

The attitude of the staff was also addressed in four comments, with three suggesting that the staff were polite and another suggesting that podiatry was abrupt at Grantham Hospital.

### ***“Being cared for by polite staff they were very reassuring from admission to discharge and nothing was too much trouble.”***

Two comments suggested that the staff were either OK at Grantham Hospital, or that they were hardworking and tried their best (1, 1 respectively).

### ***“Friendly staff, working hard, brilliant when I went in for my ankle and fantastic with my 6 year old [sic] who had a cut on his head. Friendly staff, efficient and doing their best.”***

### ***A further comment suggested that reception staff were good at Grantham Health Centre. “Reception good.”***

## Efficiency and waiting times

In total, 113 comments addressed efficiency or waiting times, with 109 comments stating that their treatment was efficient, or they were seen quickly or on time at Grantham Hospital, Gonerby Road Health Clinic, Grantham Health Centre, Urgent Treatment Centre/A&E and no specified location (69, 9, 1, 21, 9 respectively)

An example of a comment received:

***“Physiotherapy visits (x3) convenient and timely. Very prompt.”***

Three comments addressed the Urgent Treatment Centre/A&E, with one suggesting that they triaged quickly and another two comments suggesting that they only had a short wait.

An example of a comment received:

***“Everything was explained to us and the wait wasn’t too long.”***

Finally, one comment suggested that the wait was long at Grantham Hospital.

***“...good care especially during such an awful time just long waits on occasions which isn’t helpful when waiting for information on your baby.”***

## Travel, location and parking

In total, 69 comments addressed travel, location or parking, with 62 comments suggesting that it was either a good location, accessible or local when referring to Grantham Hospital, Gonerby Road Health Clinic, the Urgent Treatment Centre/A&E or no specified location (46, 6, 3, 7 respectively).

An example of a comment received:

***“The staff are fantastic and caring and the location is perfect.”***

Six comments addressed the parking in Grantham with two comments suggesting it was good at Grantham Hospital, two suggesting it was good at Gonerby Road Health Clinic and two suggesting that the parking was good at Grantham Health Centre.

An example of a comment received:

***“...ease of access, good parking, great staff.”***

One comment addressed concerns over having to travel to Boston for a follow up after visiting Grantham Health Centre.

### **COVID-19 measures/cleanliness**

In total, 49 comments addressed COVID-19 measures or cleanliness, with 24 comments indicating the respondents felt safe. Of which, 19 comments indicated they felt safe at Grantham Hospital with reasons given due to social distancing and the green status, one indicated they felt safe at Gonerby Road Health Clinic, one at the Urgent Treatment Centre/A&E and another three indicating they felt safe with no location provided.

An example of a comment received:

***“Felt safe prior to both my operations as a Green site.”***

17 comments addressed cleanliness, with 15 suggesting they were happy with the cleanliness at Grantham Hospital, whilst one suggested that they were happy with the cleanliness at Gonerby Road and another suggested they were with the cleanliness at Urgent Treatment Centre/A&E.

An example of a comment received:

***“...room was clean & comfy. Everything was explained well.”***

Seven comments addressed COVID-19 measures, with four indicating that Gonerby Road Health Clinic were very COVID-19 aware and two indicating similar with no location provided. Also, one comment addressed the provision of masks to patients at Gonerby Road Health Centre as good.

An example of a comment received:

***“Organised, Covid measures.”***

Finally, one comment suggested that Grantham Hospital should be reinstated once the pandemic is over.

***“I understand that it is has rightly temporarily been needed for cancer care but once the pandemic is over Grantham hospital needs to be reinstated.”***

## Treatment

In total, 37 comments addressed treatment, with 22 comments indicating that they either thought the care or treatment they received was excellent, good, that they felt well looked after or that they were grateful with reference to Grantham Hospital, Gonerby Road Health Clinic, Grantham Health Centre, the Urgent Treatment Centre/A&E or no specified location (6, 1, 1, 11, 3 respectively).

An example of a comment received:

***“I have always found Grantham A&E and the out of hours GP service exemplary.”***

Six comments suggested different departments were good, with two comments addressing the Endoscopy Unit, another addressing the Haematology Clinic, another addressing the A&E/Fracture clinic at Grantham Hospital; with Physiotherapy and Oncology also being addressed at no specified location.

An example of a comment received:

***“Oncology Day ward offers not only me a lifeline, but the staff are magnificent.”***

Two comments suggested that x-ray not being available after 7-8pm at Grantham Hospital was not good. Whilst another comment suggested that the ambulance service let the process down at Grantham Hospital.

An example of a comment received:

***“Was a bit concerned as they mentioned x-ray but it was closed and I'd have had to gone to Lincoln (worry as it was 7pm and I have a toddler who'd have had to have come too). But they decided against xray so didn't need to go.”***

Two comments suggested that either the treatment was ok, or that they got the treatment they needed at Grantham Hospital. With another comment suggesting a respondent didn't get the treatment they needed at Grantham Hospital.

An example of a comment received:

***“It's ok not great.”***

Other comments suggested that the treatment at Grantham Hospital was good because they were provided with refreshments, they accommodated a disability or that they were able to help with their anxiety (1, 1, 1 respectively).

## **Organisation, processes and communication**

In total, organisation, processes and communication were addressed in 22 comments, with 16 comments suggesting the organisation or communication was good at Grantham Hospital, Gonerby Road Health Clinic, or at no specified location (13, 2, 1 respectively).

An example of a comment received:

***“Grantham hospital was very friendly spoke to me all the way through what they [sic] was doing.”***

However, one comment did suggest that they weren't happy with the communication at Grantham Hospital.

***“Not told beforehand that I could not attend to have a blood test without an appointment. I have previously regularly attended for blood tests with no appointment.”***

Four comments indicated that they were either happy with the referral process, the booking in system or the transfer process at Grantham Hospital or at a no specified location ( 2, 2 respectively).

An example of a comment received:

***“Seen within reasonable time, referral for aftercare.”***

However, one commented suggested the admin was not good, but no location was specified.

***“Grantham hospital Staff OK. Admin another matter!?”***

## **Fully functioning Grantham Hospital.**

In total, seven comments addressed the changes at Grantham Hospital, with four addressing the importance of having a fully functioning Grantham Hospital and three discussing the changes at A&E.

***Our hospital is so precious, we need it so much , so many new residents in Grantham, we just cannot function without it***

### **Nothing or don't know**

In total, four comments indicated that nothing was good, or that they didn't know what was good at Grantham Hospital and Grantham Health Centre (3, 1 respectively). At Grantham Hospital it was suggested that funding was a concern, or that it was chaotic.

An example of a comment received:

***"Nothing it was chaos."***

### **Quiet**

In total, three comments suggested that it was good that Grantham Hospital was quiet.

An example of a comment received:

***"Clean and quiet."***

### **No problems**

Two comments indicated that they had no problems at Grantham Hospital.

An example of a comment received:

***"So easy to attend no problems."***

### **Other and N/A**

One comment indicated N/A to this question and the remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

*"This is a person centred well led unit, my husband was diagnosed with bowel cancer just as the pandemic hit and was then admitted to Lincoln for treatment after diagnosis at Grantham. I fell*

*over the day before his op and broke my foot, eventually I went to Grantham who plastered and referred me on to Lincoln fracture clinic. That was appalling [sic] - oversubscribed [sic] unit, unnecessary travel which must be difficult for older people and this service must be reinstated at Grantham with all the continuing development. Why the Grantham hospital runs 24 hours is beyond me. I come from Norfolk where we had a minor injuries unit replacing an A&E facility from 8 - 6pm which worked very well, was cost effective and would surely be a good option for Grantham. 24 hours cannot be cost effective and I am sure this is all about cost saving.”*

*“Was.”*

*“The site is easier to navigate A much better patient at this hospital than others in Lincolnshire.”*

*“At Grantham hospital I can attend appointments myself and without emotional distress caused by my agoraphobia.”*

*“Much better coming to a small clinic than going to a main hospital. Easier access, easier parking. Faster to get in, have your appointment and get out. [Gonerby Road]*

***“...had to be transferred to Boston for surgery which previously would have been done at Grantham and resulted in 4day stay due to lack of theatre space.”***

## **Q8. Please tell us what you think could have been improved about your experience (N=264)**

Respondents were asked to tell us what they think could have been improved about their experience. 264 respondents provided 290 comments.

These comments were then interpreted into the following themes, as well as an ‘other’ category. Wherever possible comments have been themed with reference to which location they were discussing.

### **Nothing could be improved, or I can’t think of anything or they are happy with the service**

In total, 107 comments indicated that respondents either thought there was nothing to improve or that they couldn’t think of anything to improve or that they were happy with the service. Of which 79 comments were referring to Grantham Hospital, 18 were referring to Gonerby Road, three were referring to Grantham Health Centre and seven comments didn’t specify a location.

An example of a comment received:

***“Nothing. Couldn’t fault experience at all.”***

## **Service Offering & A&E**

46 comments addressed the service offering (including A&E).

38 comments addressed the closures, with 36 indicating that either A&E is needed or that services need to be reintroduced at Grantham Hospital. One comment suggested that respondents didn’t want Grantham Hospital to close with another three suggesting they would like to see Grantham hospital fully functioning again.

An example of a comment received:

***“A&E open 24/7.”***

Also, one comment from a respondent who indicated that they had visited Gonerby Road within the last 12 months suggested that they would like to see a fully functioning A&E department.

***“A full A & E unit to relieve [sic] the worry of having to travel over 1 hour to receive treatment.”***

Furthermore, three comments about Grantham Hospital suggested they would like to see more local services.

An example of a comment received:

***“Follow up and carry on services locally.”***

Another three comments addressed the need for a 24 hour x-ray at Grantham Hospital.

An example of a comment received:

***“It needs to be a fully functioning hospital and the xrayv [sic] department shouldn’t close at 8pm.”***

A further comment indicated that Grantham Hospital should have a fracture clinic.  
Comment received:

An example of a comment received:



***“Have fracture clinic at Grantham.”***

## **Workforce**

In total, 20 comments discussed workforce.

Behaviour was addressed by nine comments, with seven indicating that the staff at Grantham Hospital were either rude, unfriendly or lacked empathy. Two comments suggested that staff lacked empathy or were unhelpful at Gonerby Road.

An example of a comment received:

***“Politeness of the reception desk staff.”***

Six comments indicated that respondents felt the staff were excellent, with five comments referring to Grantham Hospital, and one referring to Gonerby Road.

An example of a comment received:

***“Staff are excellent, give 110 percent and attend to needs as quickly as possible and thoroughly.”***

Three comments indicated that more staff were required at Grantham Hospital.

***“More staff.”***

One comment indicated that staff weren't wearing face coverings at Gonerby Road.

***“Staff not wearing face coverings.”***

One comment suggested that leadership needed to be improved at Grantham Hospital.

***“Leadership, process planning.”***

## **Environment & Décor**

In total, 20 comments addressed the environment and décor in Grantham with respondents indicating that the décor in general needed improvement at Grantham Hospital and at an unspecified location (6, 1 respectively).

An example of a comment received:

***“To have proper services back at Grantham hospital and to renovate it to a high standard.”***

Improved signposting was addressed for both Grantham Hospital and Gonerby Road (3, 3 respectively).

An example of a comment received:

***“Directions from entrance to my appointment venue.”***

Cleanliness was also addressed in six comments, with four comments indicating that Grantham hospital was not clean and one comment indicating that Gonerby Road was not clean. A further comment indicated that they would like to be provided with products to clean the area that they were in with reference to Grantham Hospital or Gonerby Road.

An example of a comment received:

***“Cleanliness, facilities, car parking.”***

The temperature of the buildings was also addressed, one comment indicated that Grantham Hospital was too cold due to building work and another suggested that Gonerby Road was too hot.

An example of a comment received:

***“Not sure where to go, extremely hot in the portacabins, felt sorry for the staff as it's not a great way to work!”***

## **Travel & parking**

In total, travel and parking were addressed in 20 comments, with 11 suggestions that it should be improved at Grantham Hospital and Gonerby Road (9, 2 respectively).

An example of a comment received:

***“Grantham hospital FREE PARKING,!!”***

The length of travel or being sent to another hospital instead of Grantham Hospital was also addressed by eight comments, whilst another addressed the length of travel to Grantham Hospital.

An example of a comment received:

***“Not being sent to Lincoln.”***

## **Appointments – waiting times/delays/change**

In total, 14 comments addressed appointments – waiting times, delays or the ability to change appointments.

Waiting times and delays were addressed at both Grantham Hospital and Gonerby Road (6, 3 respectively). With another comment suggesting that Gonerby Road is too busy.

An example of a comment received:

***“Extremely late waiting on appointment, 1hr 30 mins late running.”***

Two comments suggested that Gonerby Road should improve their method of informing patients about delays.

An example of a comment received:

***“Better updates due to delays.”***

Also, one comment suggests the process of changing appointments should be easier at Grantham Hospital.

***“Easier to change appointment times and dates...”***

Finally, one comment suggests that Grantham needs to have more available outpatient appointments.

***“More outpatients needed at Grantham sites have had to go to Lincoln and Boston several times and really struggled- felt abandoned and noonecared [sic].”***

## **Treatment**

In total, treatment was addressed in 14 comments.

It was suggested in six comments that adequate or more equipment and facilities needed to be available at Grantham Hospital in order to improve the treatment available.

An example of a comment received:

***“I’m not sure really maybe just them actually having the means at Grantham hospital to do the physio I needed instead of me having to go to Lincoln for checkups [sic].”***

Medication at Grantham Hospital was also addressed in two comments. One suggested that the medication they required wasn’t available at Grantham Hospital, whilst another comment addressed the long wait for medication upon departure.

An example of a comment received:

***“Having medication available at Grantham hospital would have helped instead of finding a pharmacy that stocked the item required.”***

Five comments addressed inadequacies respondents felt in the treatment they received at both Grantham Hospital and Grantham Health Centre (4, 1 respectively).

An example of a comment received:

***“Grantham Hospital careless in diagnosis and treatment. Thereby a problem turned into a crisis.”***

Finally, one comment suggested that they felt rushed to be discharged at Grantham Hospital.

***“...major knee surgery and felt like I was being rushed out of hospital. The day I was discharged I had to pack my own bag and put everything on my wheelchair.”***

## **Security**

Security was addressed in 11 comments when discussing Grantham Hospital. Seven comments addressed concerns suggesting that respondents felt uncomfortable by their questioning, with some finding them rude and obstructive or unhelpful.

An example of a comment received:

***“I support security but do not require an unannounced person to ask why I am at a hospital or to escort me to reception.”***

One comment addressed language barriers with security at Grantham Hospital.

***“Found security staff on the door quite hard work when checking I had an appointment language barriers.”***

One comment addressed the lack of social distancing from security guard at Grantham Hospital.

***“Security guard was rude and obstructive both times, trying to block me going in and questioning why I was there despite me being sent there first by my GP and the second time by 111. He wasn't social distancing at all...”***

One comment addressed security not being aware that the Urgent Treatment Centre allows for walk-ins at Grantham Hospital.

***“Security guards knowing that the urgent treatment center [sic] accepts walk ins. On two occasions they tried to refuse me entry because I didn't have an appointment.”***

## **Visitors and Family Support**

Visitors and family support were also addressed in four comments. Two comments suggested that visitors should be allowed at Grantham Hospital, with one suggesting that partners should be allowed at Gonerby Road and another suggesting that they should be allowed at the maternity department at Grantham Health Centre.

An example of a comment received:

***“As an 86 year old gentleman I had to have investigations and be told I had cancer without a member of family present. My daughter was made to wait in the car, this was the same experience when I attended for surgery, completely on my own and no support.”***

## **Communication**

Five comments suggested that communication at either Grantham Hospital or a non-specified hospital needed to be improved (4, 1 respectively). The comments with regards to Grantham Hospital covered respondents suggesting they would have preferred more information before tests and there was lack of communication (admin) with their GP. Another comment suggested that they weren't informed that the location of the appointment had changed (the location that this comment is referring to is unknown).

An example of a comment received:

***“Administration, letters received late or not forwarded to GP.”***

### **More investment required**

Four comments suggested that Grantham Hospital required more investment.

An example of a comment received:

***“More investment into it to improve facilities at this gem of a hospital.”***

### **Food and Drink**

Three comments indicated that food or drink should be improved at Grantham Hospital.

An example of a comment received:

***“...was made to drink through the same straw in the same cup for 3 days - not ideal!”***

### **Confusion over 111 appointments**

Two comments indicated that 111 appointments should be improved, with one suggesting 111 informed them they were lucky to get an appointment at the Urgent Treatment Centre but for them to arrive and find it was empty, to another suggesting the website advice differed to what they were given over the phone.

An example of a comment received:

***“At the time (during lockdown) the instructions given by the hospital website were to call 111 and make an appointment. 111 told me just to show up and it wasn't possible to make an appointment at Grantham Hospital urgent care. This didn't cause any problems, but was confusing.”***

### **Other and N/A**

Nine comments were N/A, and the remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

*"I have been very impressed with the whole new system."*

*"processes planning."*

*"Better Disabled"*

*"Dictation was lost"*

*"The doctor had to keep leaving me to deal with other more unwell patients but I accept that is the nature of A&E."*

*"Grantham- recent changes mean that the experience I had at the beginning of the year, as admitted through A&E is no longer possible."*

*"Grantham is much benefitted now we have the 24 hour Urgent Care after the A&E hours were drastically reduced. I work in a school and I don't know what we would do without it."*

*"I needed to admitted and wanted to go to QMC as this was were [sic] I had my baby (no maternity services in Grantham!), this was a problem, ... later they phone QMC who accepted me straight away. I was very poorly, scared and had a new born baby I should have been listed to sooner."*

*"The department gets moved continually. And different aspects of the illness require visits to different departments. A department which offers all facilities for each illness i.e. diabetes, nutrition, eye care, foot care etc in one place would help."*

*"Before arrival not knowing if you were ok to go."*

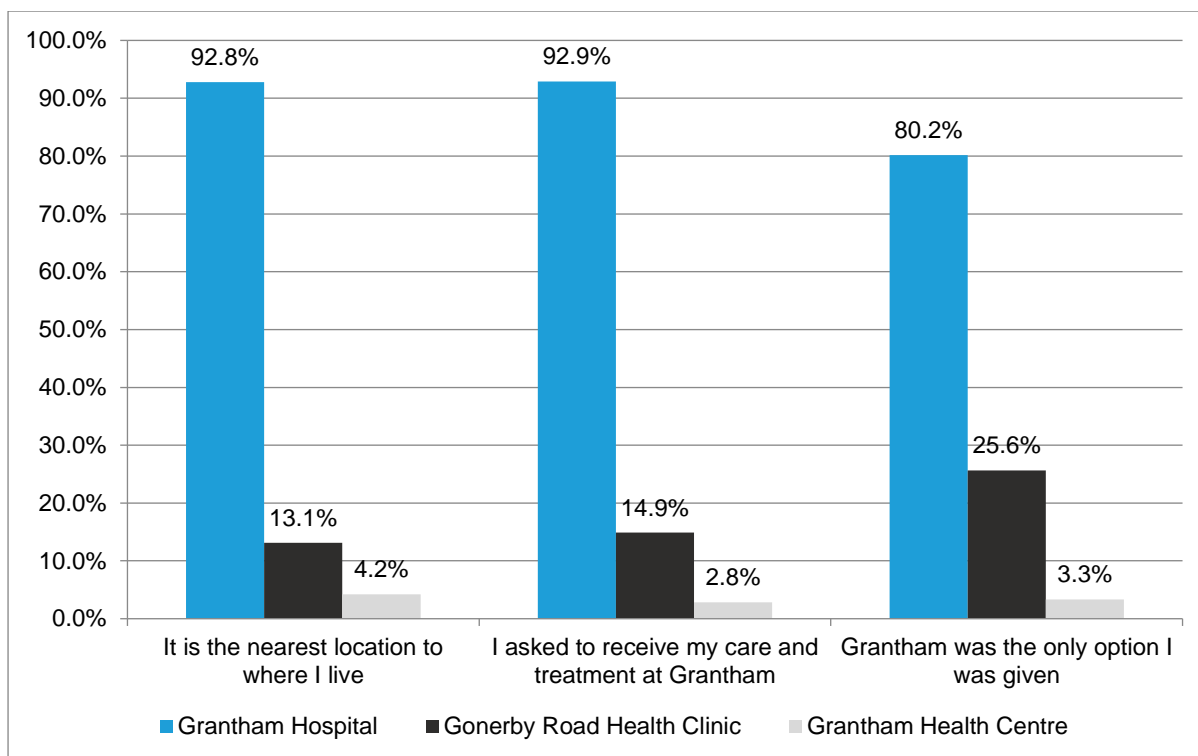
*"A pathway for management of my condition..."*

### **Q9. Please tell us why you attended Grantham on this occasion? (N=292)**

When respondents were asked why they attended Grantham on this occasion a significant majority indicated that they chose Grantham Hospital because it was either the nearest location to where they live or they asked to get their care and treatment there (92.8%, 92.9% respectively).

A high proportion (80.2%) and significantly more respondents indicated that Grantham Hospital was the only option given, in comparison to Gonerby Road Health Clinic or Grantham Health Centre being the only option that they were given (25.5%, 3.3% respectively).

When looking at Gonerby Road Health Clinic, respondents were significantly more likely to indicate that Grantham was the only option that they were given (25.6%) in comparison to it being the nearest location to where they live (13.1%).



|  | Grantham Hospital | Gonerby Road Health Clinic | Grantham Health Centre |
|--|-------------------|----------------------------|------------------------|
| It is the nearest location to where I live (N=236)           | 92.8% (N=219)     | 13.14% (N=31)              | 4.24% (N=10)           |
| I asked to receive my care and treatment at Grantham (N=141) | 92.91% (N=131)    | 14.89% (N=21)              | 2.84% (N=4)            |
| Grantham was the only option I was given (N=121)             | 80.17% (N=97)     | 25.62% (N=31)              | 3.31% (N=4)            |

### Other Category (N=22 )

Respondents were given the opportunity to inform us of any other reason that they attended Grantham on this occasion. 22 respondents provided 30 comments. Please see the table below.

| Comment                        | Quantity |
|--------------------------------|----------|
| Close to home/local [Grantham] | 3        |
| Preferred choice [Grantham]    | 2        |



|   |   |
|---|---|
| Offered Lincoln first, had to ask for Grantham  | 2 |
| Lincoln   | 2 |
| Always receive treatment at Grantham            | 1 |
| Clean [Grantham]                                | 1 |
| OOH GP integrated [Grantham]                    | 1 |
| Gonerby Road wasn't there [Grantham]            | 1 |
| Need hospital for first port of call [Grantham] | 1 |
| Non serious emergency [Grantham]                | 1 |
| Attended for maternity [Grantham]               | 1 |
| Struggle to travel [Grantham]                   | 1 |
| Didn't know other places existed [Grantham]     | 1 |
| Feels safe [Grantham]                           | 1 |
| Chemo as outpatient                             | 1 |
| Boston  | 1 |
| Lincoln for mammogram                           | 1 |
| Nottingham for orthopaedic surgery              | 1 |
| Lincoln oversubscribed                          | 1 |
| Lincoln out of date                             | 1 |
| Closest A&E                                     | 1 |
| Needed A&E/UTC                                  | 1 |
| Newark difficult to access                      | 1 |
| Due appointment at Gonerby                      | 1 |
| No choice offered                               | 1 |

**Q10. If attending Grantham for care or treatment instead of another hospital had an impact on you, please tell us how. (N=201)**

Respondents were asked if attending Grantham Hospital for care or treatment, instead of another hospital, had had an impact on them and to tell us how. 201 respondents provided 289 comments.

These comments were then interpreted into the following themes, as well as an 'other' category.

**Travel and Parking**

Travel and parking were discussed in 176 comments, with 59 comments suggesting that Grantham was not far to travel to, or is local, with a further 49 comments suggesting that Grantham was easy to find or easy to get to.

An example of a comment received:

***“Grantham is local when you have no means of transport you cannot get to the other hospitals.”***

28 comments indicated that travelling to a hospital other than Grantham was difficult, with 16 comments indicated that travelling to Lincoln was an issue, with 10 comments indicating the same for Boston, and comments didn't specify a location.

An example of a comment received:

***“I hate travelling to Lincoln or Boston especially with small children. Grantham is a perfect location for us.”***

Similarly, 21 comments indicated that travelling to Grantham was an issue, with two of those also indicating that there is an associated cost with travelling.

An example of a comment received:

***“Much further to travel, increased petrol costs and so many road diversions with no signage”***

However, one comment indicated that the extra distance to travel to Grantham was not a problem, suggesting that safety was a priority.

***“Would rather travel and be safe.”***

Seven comments indicated that being able to attend Grantham meant that they or their partners were required to take less time off work.

An example of a comment received:

***“To go to another hospital out of Grantham would have impacted on travelling, and work.”***

Four comments indicated that they had to travel to Lincoln for their treatment, with one suggesting that appointments for newborns must be at Lincoln County Hospital.

However, one comment suggested that where in the past they had to travel to Lincoln with their child, they were now able to visit Grantham.

An example of a comment received:

***“Previously I’ve had to take my son to Lincoln and to Nottingham and this has been expensive and inconvenient.”***

One comment indicated that they would prefer Newark Hospital as they found it easier to travel to, with another comment suggesting they would prefer Pilgrim Hospital.

An example of a comment received:

***“Would be better in Newark for travel purposes.”***

An example of a comment received:

***“Going down to pilgrim hospital was much more convenient.”***

Two comments mentioned car parking at Grantham Hospital, with one comment suggesting it’s easy to park, however, another comment indicated that they received a parking fine.

***“...scandalous parking fine.”***

Furthermore, one comment indicated that they would not have had treatment if they had to travel outside of Grantham.

An example of a comment received:

***“Being able to get treatment in my own town without having a long drive whilst in pain is a huge relief. I probably wouldn’t have got treatment if I’d had to travel and that could have had a huge impact on my recovery and my life.”***

Finally, one comment indicated that they did not have adequate instructions on how to get to Grantham, which resulted in them arriving late for their appointment.

An example of a comment received:

***“And no clear instructions where abouts I was to go. Which made me late for my appointment.”***

## **Positive Impact**

Attendance at Grantham having a positive impact was addressed in 21 comments.

10 comments suggested that attending Grantham resulted in a less stressful visit, with three comments suggesting that it resulted in less anxiety. A further comment suggested that attending Grantham gave them piece of mind.

An example of a comment received:

***“I can attend without emotional distress.”***

Seven comments mentioned that attending Grantham had a positive impact on their general wellbeing.

An example of a comment received:

***“Attending Grantham Hospital has had a positive impact on my general well-being. The convenience, cleanliness and safety of the site is amazing.”***

## **Treatment**

31 comments discussed the treatment that is available, with five comments indicating that Grantham needs to full services to return.

An example of a comment received:

***“It is much better to attend Grantham as it is easier to access, to attend any other hospital would be difficult due to health problems. Also having urgent care available is helpful especially having a young Son, however, I feel having an A and E facility again would be beneficial.”***

Similarly, four comments indicated that Grantham Hospital doesn't offer all the services that it needs to, and a further two comments indicating they had to be transferred to Lincoln for their treatment.

Examples of comments received:

***“Grantham is closest to where I live however the reduced services meant they couldn't help with the most pressing issue when Lincoln possibly could have done.”***

***“It was good to receive initial consultation at Grantham but had to be transferred to Lincoln for the surgery which is added stress for me and family.”***

One comment suggested Grantham is the only hospital for cancer treatment.

***“Only the distance and cost of travel as I live very close to Pilgrim, but obviously couldn't attend there due to covid and Grantham being the only place for cancer treatment.”***

Additionally, seven comments indicated that they believe Grantham Hospital offers a great, or the best service.

An example of the comments received:

***“The journey from Lincoln was a concern but after the wonderful care I received if it was 100 miles away I would not hesitate to have Grantham Hospital look after me.”***

Furthermore, four comments indicated that they felt safe at Grantham, with COVID-19 measures being followed, and one comment mentioning Grantham being a 'green site'.

An example of a comment received:

***“Not as hectic as Lincoln and the COVID-19 safety measures were more adhered to than Lincoln.”***

A further three comments suggested that Grantham would be their first choice if they were able to choose a hospital to attend.

An example of a comment received:

***“I always attend Grantham if the necessary treatment is available there.”***

One comment indicated that Grantham was the most efficient hospital, with a further comment indicating that they got their treatment in good time.

An example of a comment received:

***“Very beneficial as got urgent treatment I needed within good time.”***

A further comment indicated that Grantham had inadequate preparation.

***“...even after months of appointments incl pre ops.”***

Finally, one comment indicated that they had a good experience across all three sites.

***“I had care across all three sites and all good experiences.”***

## **Workforce**

Nine comments discussed workforce, with eight comments indicating that staff at Grantham Hospital are amazing, friendly, kind or respectful.

***“Yes. I was well looked after kind friendly nurses and doctors. Put me at ease.”***

One comment suggested that there was a lack of professionalism and they were misdiagnosed.

***“Lack of professionalism and mis diagnosis”***

## **Appointments – waiting times**

Six comments discussed appointments, with five comments indicating that there are long waiting times to access treatment.

An example of a comment received:

***“Just the journey and waiting time was an issue. Going down to pilgrim hospital was much more convenient. That being said we can totally understand why treatment was moved to Grantham Hospital.”***

One comment indicated that their recovery was impacted due to the waiting time.

***“It slowed my recovery by waiting, but I didn’t want to travel.”***

### **Visitors and Family Support**

Four comments discussed visitors and family support, with three comments suggesting that visitors were not allowed, and that their partner had to wait outside the hospital during their treatment.

Examples of comments received:

***“No visiting and no accompaniment on appointments.”***

***“nowhere for my partner to wait until the procedure was finished”***

One comment suggested that different Trusts have different rules when it comes to visitors.

***“Peterborough are allowing partners in to ALL maternity appointments. Ridiculous that this trust has different rules and seems support in maternity care not essential”***

### **Other and N/A**

40 comments were N/A or suggested that they had no further comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

***“For a operation.”***

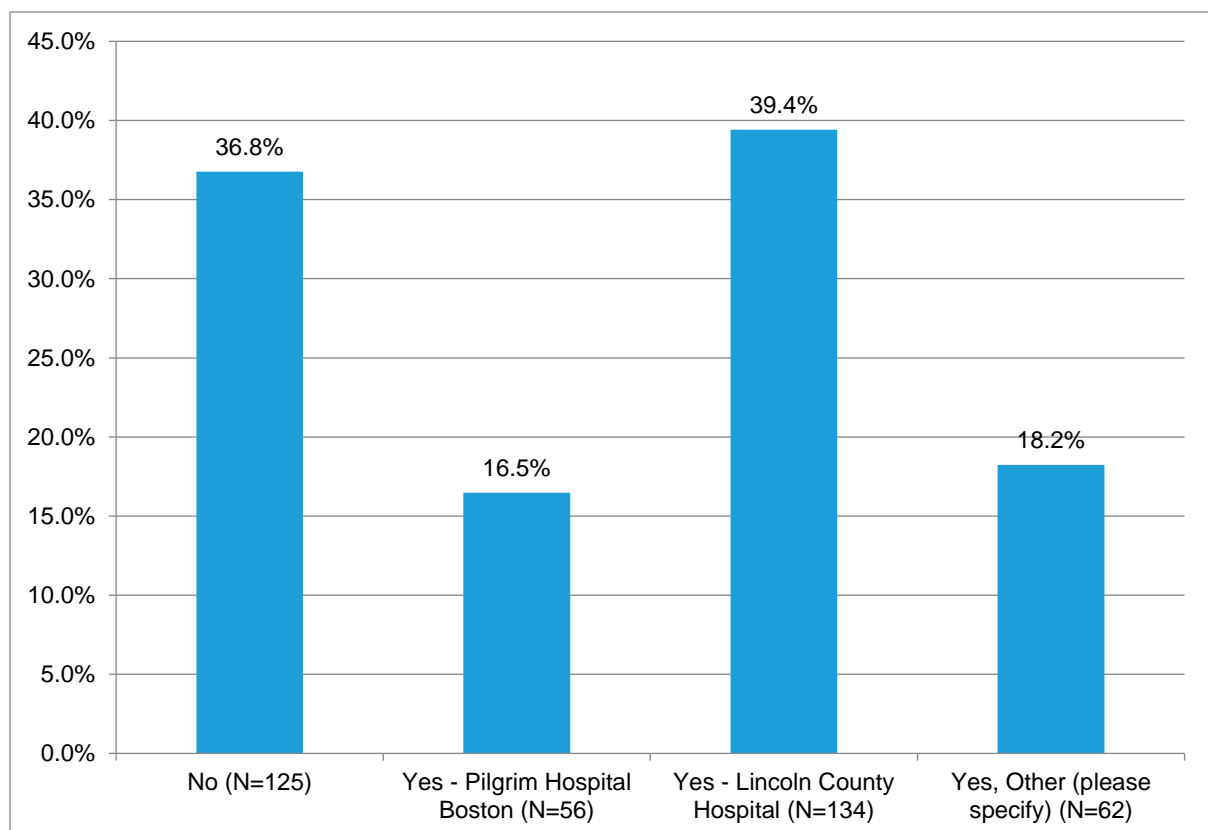
***“Residents.”***

**Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months? (N=340)**

When respondents were asked if they had attended any hospitals other than Grantham for care or treatment in the last 12 months, 39.4% indicated that they had also attended Lincoln County Hospital. A good proportion (36.8%) also indicated that they had not attended any other hospitals.

Lincoln County Hospital was significantly more likely to have been visited (39.4%) for care or treatment in the last 12 months when compared to any other hospitals or Pilgrim Hospital Boston (18.2%, 16.5% respectively).

Respondents were also significantly more likely to indicate that they hadn't visited another hospital (36.8%) for care or treatment in the last 12 months in comparison to visiting any other hospital or Pilgrim Hospital Boston (18.2%, 16.5% respectively).



**Other Category (N=61)**



Respondents were asked if they had attended any other hospital other than Grantham in the last 12 months and were given the option to select an 'other' category. 61 respondents provided 71 comments. Please see the table below.

| Comment                   | Received |
|---------------------------|----------|
| QMC Nottingham            | 14       |
| Nottingham City           | 11       |
| Peterborough              | 9        |
| Louth                     | 6        |
| Newark                    | 3        |
| Bolton West               | 2        |
| Derby                     | 2        |
| Stamford                  | 2        |
| Private Hospital          | 2        |
| Sheffield                 | 1        |
| Sheffield Children's      | 1        |
| York                      | 1        |
| Q E Kings Lynn            | 1        |
| Fitzwilliam               | 1        |
| Leicester Royal Infirmary | 1        |
| Woodthorpe                | 1        |
| Retford                   | 1        |
| UCLH                      | 1        |
| John Coupland             | 1        |
| Cambridge                 | 1        |
| Glenfield                 | 1        |
| BMI Lincoln               | 1        |

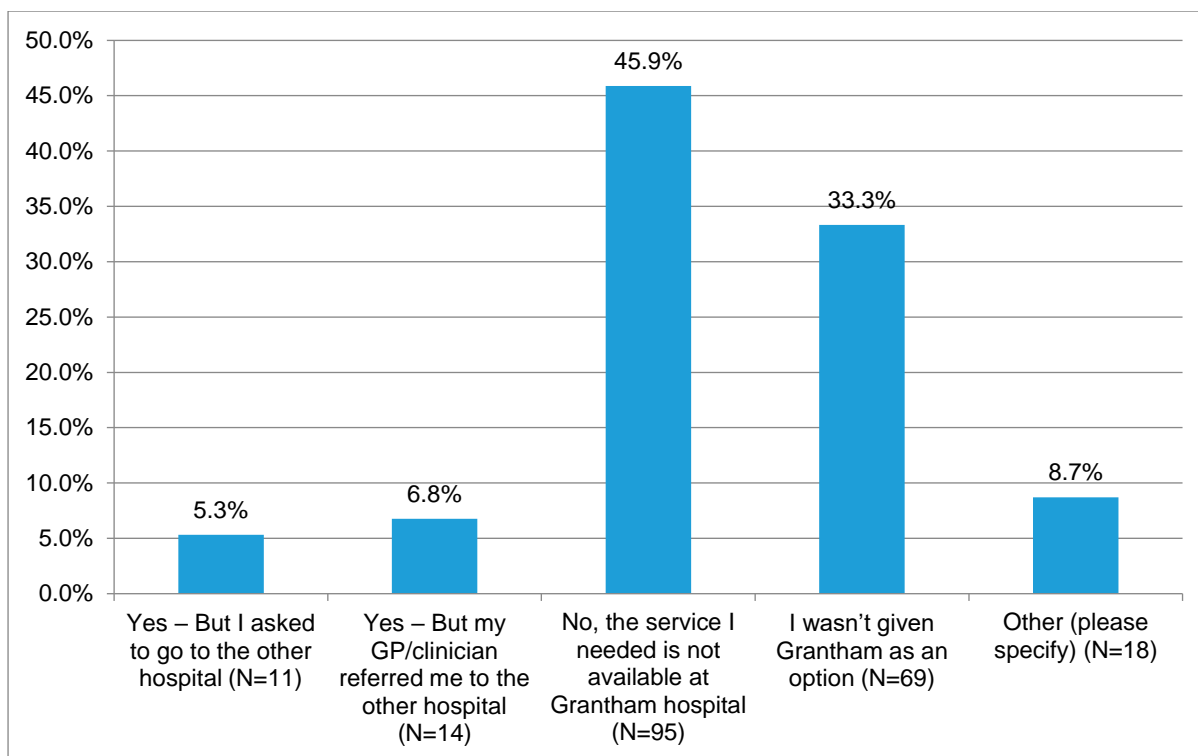
|                                     |   |
|-------------------------------------|---|
| Vine Street Surgery                 | 1 |
| The Deepings Health Clinic          | 1 |
| Kettering General                   | 1 |
| Skegness Hospital                   | 1 |
| Mobile InHealth Unit, North Hykeham | 1 |
| Spire Leicester                     | 1 |
| Can't remember                      | 1 |
|                                     | 0 |

**Q12. Could you have attended a service in Grantham instead of the hospital that you went to? (N=207)**

Nearly half of respondents (45.9%) indicated that they couldn't have attended a service at Grantham Hospital as the service wasn't available. Also, one-third (33.3%) of respondents indicated that they were not given Grantham as an option. Only 5.3% indicated that they could have attended Grantham instead, but they asked to go to the other hospital.

Significantly more suggested that they couldn't have attended Grantham Hospital (45.9%) as the service they needed wasn't available there in comparison to not being given Grantham as an option, that they could have attended, but the GP referred them to another hospital or that they asked to go to another hospital (33.3%, 6.8%, 5.3% respectively).

Also, significantly more respondents indicated that they weren't given Grantham Hospital as an option (33.3%) in comparison to they could have attended, but the GP referred them to another hospital or that they asked to go to another hospital (6.8%, 5.3% respectively).



### Other Category (N=23)

Respondents were asked if they could have attended another service in Grantham Hospital, instead of the hospital they went to and were given the option to select an 'other' category. 18 respondents provided 23 comments. Please see the table below.

| Comment                               | Quantity |
|---------------------------------------|----------|
| Lincoln is nearer/easier              | 2        |
| A&E closed                            | 2        |
| Couldn't access Grantham - Green Site | 2        |
| Grantham only option - green site     | 2        |
| Boston was only choice                | 1        |
| QMC for surgery                       | 1        |
| Surgery at Grantham                   | 1        |
| Lincoln for rehab                     | 1        |
| Lincoln for continued treatment       | 1        |

|                                     |   |
|-------------------------------------|---|
| Grantham for continued treatment    | 1 |
| No consultation at Lincoln          | 1 |
| UHS not conform to NICE guidelines  | 1 |
| Under care of Nottingham consultant | 1 |
| Sent to Lincoln from Grantham       | 1 |
| Follow up from A&E                  | 1 |
| No beds available                   | 1 |
| Only appointments available         | 1 |
| Service moved to Lincoln            | 1 |
| N/A                                 | 1 |

**Q13. If going to a hospital other than Grantham for care or treatment had an impact on you, please tell us how? (N=173)**

Respondents were asked if attending a hospital other than Grantham for care or treatment had an impact on them. 173 respondents provided 276 comments.

These comments were then grouped into the following themes, as well as an ‘other’ category.

**Travel and Parking**

Travel and parking were discussed in 213 comments.

85 comments indicated that they had to travel further for their care or treatment, with one comment suggesting that they had to deal with traffic.

An example of a comment received:

***“I needed a colposcopy and sadly don’t do this service and grantham anymore. So sadly had to travel 60 mile round trip for a 30 mins appointment.”***

A further 27 comments indicated that attending another hospital took them additional time, plus another 25 comments indicating that there was an additional cost, or they encountered difficulty with payment systems.

An example of a comment received:

***“Having to attend Lincoln hospital for my son's orthodontics treatment is hugely impacting on his education as it's a 3 hour round trip to Lincoln hospital”***

An example of a comment received:

***“Financial costs for travel to Lincoln County, having to arrange childcare for other child due to having to travel for procedure I could not make it back in time for school pick up or bedtime.”***

Five comments also indicated that because of the extra time it takes to travel, they would often end up travelling late at night or in the dark.

An example of a comment received:

***“Long way to travel late at night. Had to get a friend to take me instead of being able to take a taxi.”***

Additionally, 25 comments indicated that they had to take time off work for their care or treatment due to the additional travel.

An example of a comment received:

***“Inconvenient to have to take a whole day off work to attend a scan appointment that if had been done at Grantham would have been only an hour.”***

Furthermore, 14 comments indicated that they had to rely on others, such as their family or friends, to be able to travel for their care or treatment, with another six relying on public transport and a further three having to travel by taxi.

An example of a comment received:

***“Had to have family members take me and then had to get taxi when they could get any more time off.”***

Seven comments indicated that the respondents either did not drive or were not able to drive to or from the hospital because of the care or treatment they were receiving, with another four comments indicating they arrived at the hospital by ambulance.

An example of a comment received:

***“Long way to travel, have to have an infusion for RA which takes hours and personally cannot drive myself home after treatment.”***

Whilst one comment indicated that a respondent who had arrived by ambulance had to make their own way home, back to Grantham.

An example of a comment received:

***“Discharged at 1am, yes 1am, so had to make my own way back to Grantham, as I was taken to Lincoln by ambulance.”***

Additionally, five comments indicated that, it was better, or easier for them to access care or treatment at a hospital other than Grantham, with one comment indicating Lincoln is closer, and another suggesting Pilgrim is closer.

An example of a comment received:

***“Better as travel was easier.”***

Linked to this, one comment indicated that they would prefer to visit their local hospital, and in this case that would be Grantham.

An example of a comment received:

***“It is much better to attend the closest hospital to home which for me is Grantham.”***

Two comments indicated the added risk due to COVID-19 of travelling to a hospital outside of their area, particularly one in a high-risk area.

An example of a comment received:

***“Yes as broken wrist could drive - public travel unsafe - asking a friend to drive wrong with Covid high risk in Boston. It could easily been done in Grantham- even virtual could be successfully achieved”***

One comment indicated that they had to travel for out-patients’ appointments after discharge.

***“I had to travel for outpatients appointments after discharge from hospital.”***

Another comment indicated they had to refuse treatment as they had no transport available.

***“I had to refuse an operation to set my broken wrist because I don’t have transport. Instead I will end up with a permanently deformed wrist with reduced function, so it will be a long-term impact.”***

## **Treatment**

23 comments discussed the treatment that is available.

Five comments indicated that their treatment could or should have taken place at Grantham.

An example of a comment received:

***“Travel for appt that could have been at Grantham eg orthotics. Others appts specialist.”***

Additionally, five comments indicated that they had a fear of catching COVID-19 at another hospital, or that other hospitals were less COVID-19 safe in comparison to Grantham.

An example of a comment received:

***“Pilgrim did not feel as safe with regards to COVID standards, the Covid swab staff on the other hand are very professional and friendly.”***

Related to this, it was indicated in one comment that a negative COVID-19 test was required to attend Grantham, so they visited Lincoln the next day.

An example of a comment received:

***“To go to Grantham I would have had to have a covid test & isolate 72 hours. I went to lincoln next day for CT scan.”***

Three comments indicated that they didn't like their care or treatment at another hospital, with one specifying Boston and another Lincoln. Another comment noted having an unpleasant experience at Lincoln.

An example of a comment received:

***“Lincoln - not ideal due to being in a vulnerable household and waiting times have been really long. My first appointment after my surgery my mother was sent away (I was two weeks post op, on crutches with my knee in a brace) even though I was allowed someone with me. No one helped me or told me where to go, it was a really unpleasant experience and caused me a lot of pain.”***

Likewise, two comments indicated that another hospital they attended was too busy, with one specifying Boston and another Lincoln.

An example of a comment received:

***“When you are already distressed through illness it adds another element having to be treated further away from worried family. Lincoln was also so busy and loud.”***

Additionally, one comment indicated that they found Lincoln to be well organised, whilst another comment indicated they visited several locations and found the care was uncoordinated.

***“Attended three locations in four days seeing at least thirty staff. The care was unco-ordinated.”***

Although, two comments indicated that visiting another hospital allowed respondents to see a specialist or service that they needed.



***“For a major cancer operation, it was more than acceptable to be redirected after diagnosis at Grantham. He needed ITC and that must be maintained at larger hospitals rather than local level. “***

One comment indicated that there needs to be a wider range of services available at Grantham.

An example of a comment received:

***“It has a wider range of services open for more hours. We need this in Grantham.”***

One comment indicated that they trust the care that they received.

***“ It is expensive and inconvenient - but at least I trust the care and could have it within nice guidelines timeframes.”***

In comparison, another comment indicated that Lincoln struggled to manage a patient with autism.

***“My son is autistic and they struggled to manage him.”***

## **Impact on mental health**

Nine comments addressed an impact on mental health, with four comments indicating that it resulted in anxiety, whilst four comments suggested the travel caused them stress and one comment suggesting that they were scared.

Examples of comments received:

***“I get anxious, my partner has to take me which means he has to take a day off work.”***

***“Very stressful during Covid pandemic. 2 long journeys.”***

## **Workforce**

Five comments discussed workforce with two comments indicating that staff are under pressure or overworked.

***“Overworked staff at Lincoln general.”***

One comment indicated that staff are rude or lack interest.

***“Time of work for husband to take me. Lack of interest of staff and I was directly told I should be going to Grantham but I was never at that point offered the option. When I did ask I may as well have walked out of appointment as consultant was rude and more disinterested than before.”***

Whilst another comment indicated that the surgical team were excellent.

***“Excellent Surgical team with whom I have had previous Orthopaedic surgery.”***

Finally, another comment indicated that they were unable to have their appointment at Boston because the Doctor had been transferred.

### **Appointments – waiting times**

Four comments discussed appointments, with three comments indicating that there were long waiting times at Lincoln.

An example of a comment received:

***“I waited several hours to be finally seen by staff who had no idea why I was there.”***

With another comment indicating they had a significant delay from referral to treatment.

***“It was brilliant, expert care. However I did experience a significant delay from referral to treatment.”***

### **Communication**

One comment mentioned the poor communication at Lincoln.

***“Absolutely awful service at Lincoln, sat in a room for over 9hrs waiting for a bed. Two drinks offered, no food and a diabetic. Communication when my family called was non existent. “***

## Other and N/A

18 comments were N/A or suggested that they had no further comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

### Inadequate facilities

Going to Boston Pilgrim and having my bladder tumour diagnosed was a great shock to me however since I got fed into the system. Lincoln for surgery and Grantham for ongoing treatment I have been so impressed by the dedication and professionalism of all the staff I have encountered I can only sing the praises of the NHS

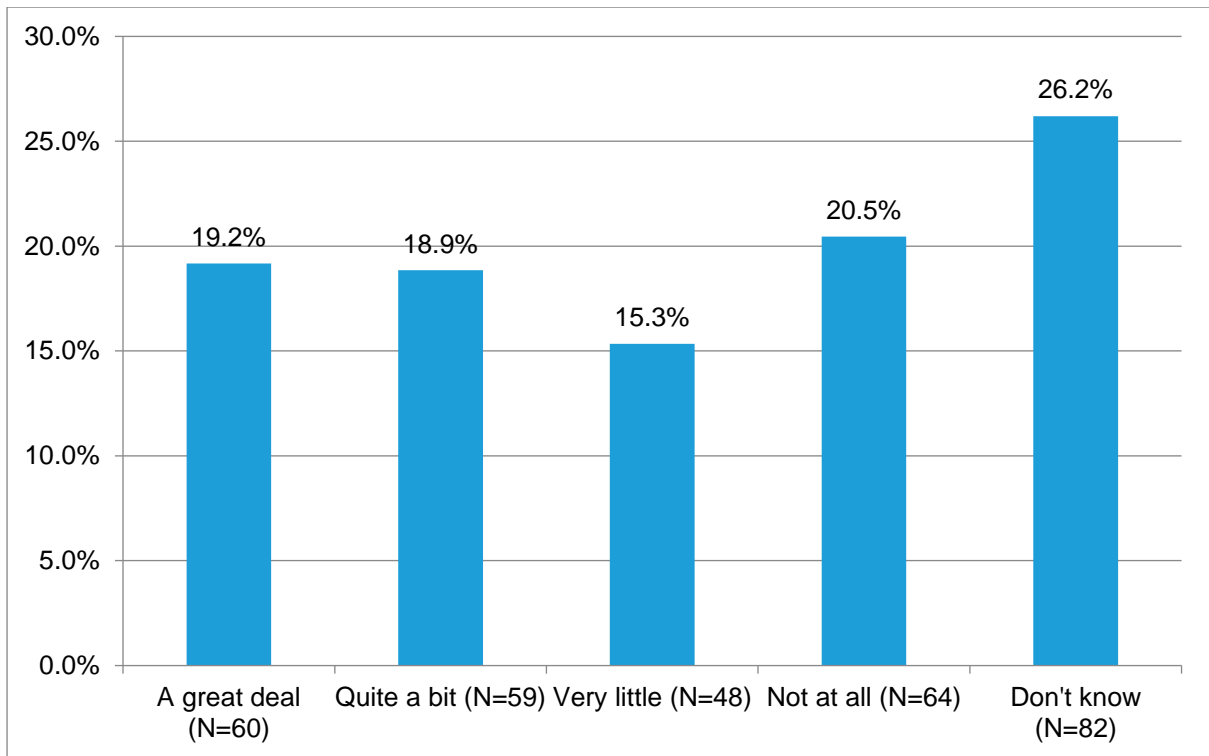
I was seen at vine street as the clinic was moved there

## **Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed? (N=313)**

As a result of the temporary changes at Grantham Hospital due to COVID-19 the majority of respondents, over one-quarter (26.2%), indicated that they didn't know if the care or treatment that they would normally receive had changed.

With roughly two-fifths of respondents indicated that their care or treatment had changed a great deal or it hadn't changed at all as a result of the temporary changes at Grantham Hospital (19.2%, 20.5% respectively).

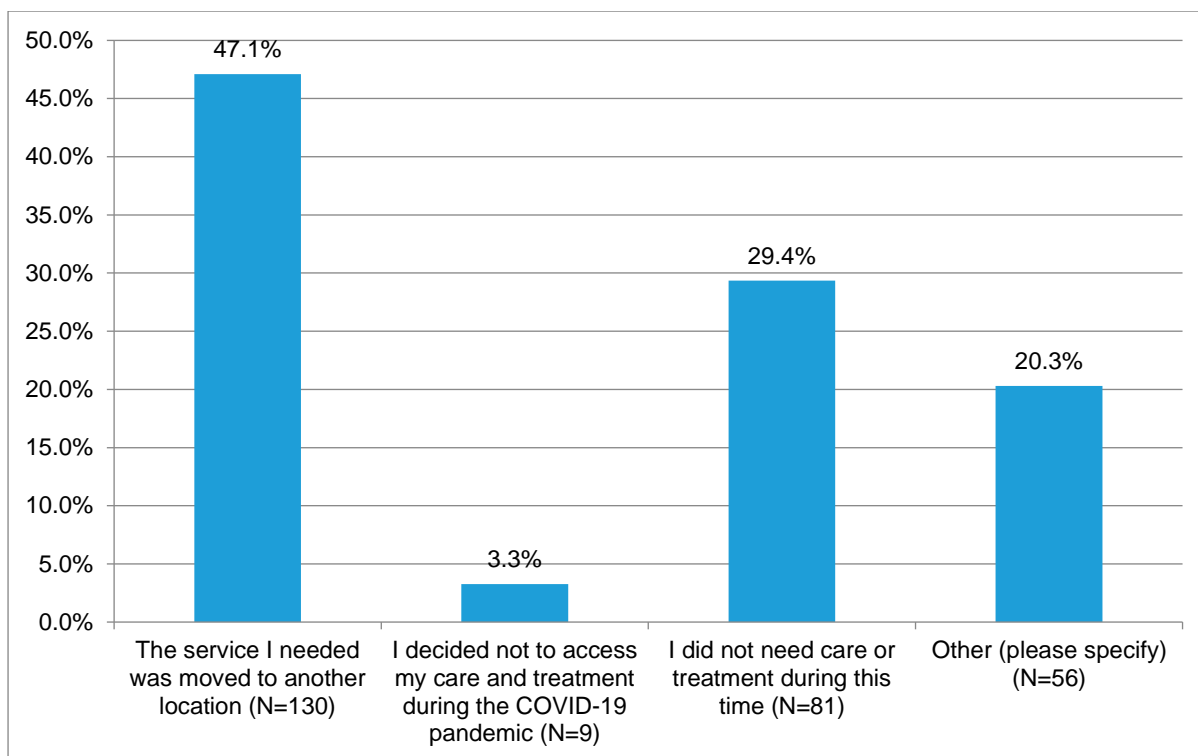
Respondents were significantly more likely to indicate that their care hadn't changed (26.2%) in comparison to it having changed a great deal (19.2%).



**Q15. If your care or treatment has changed, please tell us why you think this (N=276)**

Respondents were asked if their care or treatment had changed and to tell us why they thought it had changed. Significantly more respondents, nearly half (47.1%), indicated their care or treatment had changed because the service they needed was removed to another location.

Respondents were significantly more likely, with just under one-third (29.4%) indicating that they did not need treatment or care during this time, when compared to another reason for their care or treatment changing (20.3%), or that they decided not to access care or treatment during the COVID-19 pandemic.



### Other Category (N=56)

Respondents were asked to tell us if they felt their care or treatment had changed and were given the opportunity to complete an 'other' category. 56 respondents provided 59 comments. Please see the table below.

| Comment                                    | Quantity |
|--|----------|
| N/A or don't know                          | 12       |
| Remote appointment instead of face-to-face | 8        |
| Location                                   | 8        |
| Suspended or cancelled                     | 6        |
| Not changed                                | 5        |
| Waiting                                    | 4        |
| COVID tests/self-isolating before          | 3        |
| Rushed service                             | 1        |
| Wasn't given a choice of hospital          | 1        |

|                                      |   |
|--------------------------------------|---|
| Reception procedures                 | 1 |
| Resources not available due to COVID | 1 |
| A&E no longer provided               | 1 |
| Delays                               | 1 |
| UTC improved                         | 1 |
| Can't see GP or specialist           | 1 |
| Security at hospital                 | 1 |
| No communication                     | 1 |
| Cleanliness of hospitals             | 1 |
| 111 wrong location                   | 1 |
| Receiving updates from Nottingham    | 1 |
| Took longer than normal              | 0 |

**Q16. Please tell us about the changes you experienced and how they affected you (N=206)**

Respondents were asked to tell us about the changes they experienced and how these changes affected them. 206 respondents provided 271 comments.

These comments were then interpreted into the following themes, as well as an 'other' category.

**Travel, transport and parking**

In total, 81 comments discussed travel, transport and parking.

53 comments addressed extra travel, with 34 comments indicating they had to travel further, 14 indicating that the travel took longer, four addressing concern over the extra travel/time in an emergency and one suggesting they would need childcare.

An example of a comment received:

***“Just taken longer than normal.”***

Two comments indicated that they didn't need to travel much further.

Comments addressed the lack of public transport, or the difficulty without their own transport (3, 2 respectively). Whilst three comments suggesting that they had to rely on others for transport.

An example of a comment received:

***“It is very stressful to access any other hospital due to no public transport. I don't like to travel far from home.”***

The expense of travel was addressed in five comments.

An example of a comment received:

***“Travel expensive, turns a 15min appointment into a whole day excursion!”***

Three comments addressed poor parking.

An example of a comment received:

***“Little change, except that the Moy Park site has been muddy, cold, poor parking & dissatisfied staff.”***

Comments addressed the lack of public transport, or the difficulty without their own transport (3, 2 respectively). Whilst three comments suggested that they had to rely on others for transport.

An example of a comment received:

***“It is very stressful to access any other hospital due to no public transport. I don't like to travel far from home.”***

Finally, one comment suggested the respondent was confused over the location of their appointment, whilst another comment indicated that they felt Grantham Hospital was easier to get to.

***“Confused about getting to location.”***

## **Waiting times, delays, cancellations or service not available**

32 comments addressed waiting times, delays, cancellations or the service was no longer available, with 22 comments indicating that they had experienced cancellations or the service was no longer available and ten comments indicating that they either needed to wait longer for appointments or wait longer to be seen.

***“Review appointment cancelled contacted 3 months later by telephone, the condition is progressive so Nit [sic] happy with a phone consultation need to be seen face to face in my local hospital.”***

## **Had to attend another location**

In total, 30 discussed having to attend another location.

10 indicated that they had to attend Lincoln, nine suggesting that they had a change of location, seven indicating that they had to attend Gonerby Road Health Clinic and two indicating that they had to go private.

***“Simple scan had to go Lincoln.”***

Also, one comment addressed concern over having to attend an unfamiliar hospital and another suggesting the change of location felt odd.

***“I had to travel to Lincoln to have the investigations I needed, as this was for cancer I found it very distressing having to go into the appointments on my own in an unfamiliar hospital.”***

## **No impact or happy**

25 comments indicated that they had seen either no impact from the changes, that they were happy with the services at Grantham or that they were happy in general (22, 2, 1 respectively).

An example of a comment received:

***“Haven’t affected me.”***



## Access to appointments

In total, 22 comments addressed access to appointments.

Ten comments indicated that they were able to have remote appointments, however, five of these comments indicated that the remote appointments weren't appropriate.

Examples of comments received:

***“I was able to discuss my case over the telephone with cardiologist but was not examined or basic checks carried out - eg blood pressure or heart listened to.”***

***“Online physiotherapy for my osteo arthritis was not as good as seeing a physiotherapist as he couldn't really feel the affected area of my hip and it felt like he just suggested generic exercises.”***

Linked to this, five comments suggested that their face-to-face appointments had stopped.

An example of a comment received:

***Face to face therapy stopped , so swelling and complications were not assessed effectively.***

Five comments suggested that they had to take time off work to attend their appointment.”

An example of a comment received:

***“Tiring, time consuming travelling, daughter had to take day off work.”***

Finally, two comments addressed access issues at Gonerby Road Health Clinic.

An example of a comment received:

***“X-ray at Gonerby, traffic in town was chaos on this particular day so made accessing difficult.”***

## Safety

In total, 10 comments addressed safety.

Four comments suggested the changes made them feel safe, whilst two comments suggested that they didn't feel safe with the changes.

Examples of comments received:

***“Only change is through husband. For us, it was much better that he was treated at Grantham. More convenient and peace [sic] of mind knowing it was as covid free as can be.”***

***“Cos so much has moved I don't feel safe.”***

Furthermore, three comments suggested that they were not willing to attend a hospital.

An example of a comment received:

***“I have not attended the hospital even when maybe I should as I do not want to risk anyone or anything.”***

Whilst another comment suggested they needed to have a COVID-19 test before they attended.

## **Available services**

Nine comments addressed available services:

Three comments addressed the lack of services, with one mentioning no evening x-rays available and another suggesting that service should be brought back to Grantham Hospital.

An example of a comment received:

***“No CT facility almost tripling the time I was away from home...”***

Two comments addressed the Urgent Treatment Centre – suggesting that it was better than A&E.

An example of a comment received:

***“The urgent care centre appears more efficient than the old A and E.”***

Two comments suggested that local services would be preferred.

An example of a comment received:

***“...Local service would be so much better.”***

Comments also addressed concern that chemotherapy will continue at Grantham and a negative experience at the A&E in Lincoln. (1, 1 respectively).

### **Impact on mental health**

In total, eight comments addressed an impact on mental health due to the changes, with five suggesting that they found the changes stressful or concerning and three suggesting they caused anxiety.

An example of a comment received:

***“Ended up having a panic attack and flippantly sent on my way by a young nurse...”***

### **Workforce**

In total, five comments addressed workforce.

***Two comments addressed concern over unfamiliar staff or that they had built a rapport with previous staff. “Longer journey time and not familiar with the staff.”***

Comments also suggested that staff at Lincoln were unhelpful, that the reception at Vine Street Surgery were rude or that staff were dissatisfied at Moy Park - Gonerby Road Health Clinic (1, 1, 1 respectively).

### **Blood tests**

Three comments addressed blood tests, with two comments suggesting that they now need to get their blood taken at the doctors and another suggesting that they are no longer able to get their blood taken at Grantham.

An example of a comment received:

***“I have had to have to have 8ish blood tests since the first lockdown, which now the Drs have had to do.”***

## **Communication**

Three comments addressed a lack of communication about the changes and appointments.

An example of a comment received:

***“It feels that I have had to ask for an update because proposed appointments have not materialised.”***

## **Environment**

In total, two comments addressed the environment with which they had their appointment or treatment – with one indicating that it felt like they were being treated on the back of a lorry.

An example of a comment received:

***“I went to a different venue, which was very small, I did not like the ports [sic] cabins, they felt temporary.”***

## **Support the changes**

In total two comments suggested that they supported the changes or that the changes were welcome.

An example of a comment received:

***“The change is supported.”***

## **Other and N/A**

28 comments were N/A or no comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

*“wasn't the hospital (good) and the service was excellent from video calls to face to face appointments.”*

*“Well was in pain but at the moment managed very well by my GP. One flare up but back on track at the moment..”*

*“Being disabled.”*

*“More peopl about in smaller space.”*

*“Cause more concern and pain. And unnecessary time wasting both for nhs staff and my family.”*

*“No longer welcoming.”*

*“...was then offered another follow up appointment at Lincoln with no Grantham option. .”*

*“I normally get a prescription sent to Grantham hospital from Lincoln. Since I can't access the pharmacy. Lincoln hospital pharmacy has to deliver it.”*

*“Not well sign posted.”*

*“I have not gone to my GP as I did not think I would be referred to a hospital*

*“I would have liked support from a family member.”*

## **Q17. Is there anything else you would like to tell us about your experience of attending Grantham and District Hospital for care or treatment? (N=194)**

Respondents were asked if there was anything else they would like to tell us about their experience of attending Grantham Hospital. 194 respondents provided 323 comments.

These comments were then interpreted into the following themes, as well as an 'other' category.

### **Treatment**

The treatment respondents received was addressed in 72 comments.

58 comments suggested that they thought the hospital was either excellent, they preferred this hospital, or that they were either happy/felt comfortable/felt safe at this hospital or with the treatment they received.

An example of a comment received:

***“Just fab, can’t fault the experience in this very difficult year.”***

Seven comments addressed efficiency, with three suggesting that they were extremely efficient. However, two comments suggested that respondents were having to wait for an operation due to COVID-19, whilst another two suggested that it wasn’t possible to be seen at Grantham Hospital and/or another hospital.

Examples of the comments received:

***‘Got to wait due covid need operation with ITU.’ ‘I couldn’t be seen at Grantham.’***

Furthermore, three comments addressed concerns over lack of available cancer treatment and support for heart patients.

***“I just wish they could deal with heart patients and were open at night.”***

Inadequacies in the treatment received were addressed in two comments, with one discussing pain management, and another a needle phobia.

***“I would also ask how when having just given oromorph to a patient knowing the extent of the pain they are in you could justify saying paracetamol would be ok.”***

One comment suggested that COVID-19 had no impact on their treatment.

***“Physiotherapist [name removed] has gone above and beyond to ensure that the impact of Covid-19 on my care/recovery has been as minimal as possible.”***

Finally, one other comment suggested that the respondent was looking forward to their next appointment.

***“Only that I am experiencing first class treatment and meeting such devoted staff that I look forward to my Christmas Eve visit.”***

## **Workforce**

In total, workforce was addressed in 64 comments.

46 comments indicated that respondents found staff to be helpful/kind/considerate/reassuring, trustworthy or committed.

***“Staff at Grantham are prepared to go out of their way to look after you.”***

Four comments either thanked the staff or showed appreciation to the staff.

An example of a comment received:

***“...Well done everyone, especially in such difficult times.”***

Furthermore, three comments compared Grantham Hospital to other hospitals, with two suggesting that they felt more cared for and looked after at Pilgrim, whilst one comment suggested the security at Grantham Hospital were better than at Pilgrim.

An example of a comment received:

***“The security at Grantham is more thorough than Pilgrim.”***

Four comments addressed the pressure that the staff were under, whilst one indicated that they thought the staff were under less pressure due to the COVID-19 restrictions.

An example of a comment received:

***“This is an underfunded facility with under pressure staff doing an amazing job.”***

Three comments addressed a poor employment culture, addressing lack of career progression or lack of manpower.

An example of a comment received:

***“Cut in man power/funding are making it difficult for it to run smoothly.”***

Two comments addressed lack of empathy or disrespect they received from either the consultants or surgeons.

An example of a comment received:

***“The nursing team I had on my first day there were absolutely lovely and did all they could. The surgeons were horrid and put them in an awful position. They gave them no prior warning and were really lacking any empathy or understanding...”***

Finally, one comment indicated that the belief that staff would prefer to be able to offer a full service.

***“The staff were excellent but I got the impression that they regretted not being able to offer a full service.”***

## **Service offering**

The service offering was addressed in 54 comments.

22 comments addressed the need to keep the hospital fully functioning, the need to keep the hospital open and the impact on the local community.

***“Ensure the hospital continues to serve the community.”***

The full service should be reinstated with an A&E department was addressed in 16 comments, with some addressing safety concerns without it..

***“The community needs a fully operational hospital near by with an A&E as we are close to major roads which have a number of serious accidents on the each week.”***



One comment suggested that it needed to be reinstated once we were over the COVID-19 pandemic.

***“I understand and support the need for Grantham Hospital to be Covid free at the moment but it must be reinstated when appropriate.”***

Linked to this, one comment suggested that A&E used to be excellent. Whilst another three comments addressed the Urgent Treatment Centre, suggesting that it was either effective or excellent.

An example of a comment received:

***“Even though the urgent care centre were brilliant, it is still totally unacceptable that a town of this size does not have a 24/7 A&E, & that Grantham are still fighting to have this fully restored!”***

Also, one comment suggested that the staff are limited with what they can do due to the service limitations, with another suggesting that Grantham Hospital could be great again and be the hospital that supports most of Lincolnshire.

***“Grantham Hospital could be great again, providing excellent service to a large area of Lincolnshire.”***

Seven comments discussed the requirement for a 24/7 service offering, with five comments suggesting it either should be 24/7 or they wish it was. Whilst two comments addressed the demand in Grantham suggests that it should be 24/7.

An example of a comment received:

***“Grantham needs an operating 24 hour emergency department. The travel to other hospitals is just too far and there is enough of a demand here.”***

The added pressure of the service limitations on other hospitals and the police force was also addressed in comments (1, 1 respectively).

## **Travel**

Travel was addressed in 38 comments, with 17 comments suggesting that it was unacceptable to have to travel elsewhere.

An example of a comment received:

***“To consider having to travel to Boston or Lincoln would for many thousands be unacceptable.”***

With four comments suggesting that the extra travel would add extra pressure on to family.

An example of a comment received:

***“The nearest a and e and other services are too far away and I worry if something serious happened to one of my family we would not get the care we needed quickly enough...”***

Seven comments suggested that having a local hospital was convenient and or reassuring.

An example of a comment received:

***“To have GDH on my doorstep is so reassuring.”***

Access to transport was also addressed, with three comments suggesting you would need a car to support the extra travel, whilst one comment addressed the extra financial burden attached to the extra travel. Also, two comments suggested that travelling to Boston or Lincoln using public transport wasn't easy.

Examples of comments received:

***“I shouldn't have to travel 25/30 miles to be treated or seen, when there is a hospital a £6 taxi ride away. It's £45 the last time my husband got a taxi to Lincoln hospital.”***

***“...too far away and poor transport links.”***

Three comments also addressed safety concerns if having to drive further or travel further to hospital for treatment in an emergency. Whilst another comment suggested that extra travel increases the risk of missing the appointment.

An example of a comment received:

***“If I was ever in traffic accident in Grantham would probably be dead by time I was taken to Lincoln or Pilgrim as had to wait 4 hours for ambulance when I broke my pattela(not sure how to spell that).”***

## **Site and access**

The site and access were addressed in 12 comments.

Six comments recommended that signage, parking, signposting and patient access should be improved.

An example of a comment received:

***“Chemo unit not signposted on entering hospital.”***

However, four comments addressed the facilities positively, with two suggesting they were clean, one suggesting they were excellent and another comment discussing the ease of parking at Gunner Road.

An example of a comment received:

***“Very easy to park at gunner by road and it’s free.”***

Furthermore, two comments addressed the green site positively.

An example of a comment received:

***“Having a green site in the county is one of the better decisions made by NHS.”***

## **Other hospitals**

11 comments discussed other hospitals, with five comments indicating that Lincoln was disorganised and had inadequate equipment, they didn't have a good experience at Pilgrim, that they had no faith in Lincoln or Boston or that they wouldn't want to another hospital (2, 1, 1, 1 respectively).

An example of a comment received:

***“In Lincoln hospital the Cray machine was broken and my son didn't received treatment.”***

Linked to this, one comment suggest that a respondent would now choose to go to Nottingham as it is a University Hospital.

Four comments suggested that Lincoln Hospital or Boston Hospital were either too busy or couldn't cope (3, 1 respectively).

An example of a comment received:

***“Lincoln is awful - the staff are ok at Lincoln just too busy and disorganized.”***

Finally, one comment suggested that they thought the staff at Lincoln hospital were okay.

### **Lack of funding**

Five comments addressed lack of funding.

An example of a comment received:

***“Staff are great, given they are dealing with under investment and poor employment culture.”***

### **Improve clerical tasks**

Four comments addressed the need to either improve admin, organisation or communication.

An example of a comment received:

***“Both the increasing number of users, and the staff at the hospital deserve to be adequately resourced and provided for.”***

### **Other and N/A**

48 comments were N/A or suggested that they had no further comments. The remainder of the comments could not be themed and were therefore categorised as other. Please see the table below.

*"I will not attend again."*

*"I miss seeing someone in person."*

*"Small hospitals are much more patient focused than larger hospitals."*

*"I would advise anyone, to try their best to go to Grantham I did and it worked."*

*"I went early June before the changes I think i could still go for the same reason."*

*"...Everything was then rushed..."*

*"...I am now overdue blood test results (quarterly check to see whether my cancer has returned) which is detrimental to my mental health. I was avail for phone app, it came v late and I was no longer avail to take the call. Now I don't know when I'll get my results."*

*"Pleasant staff bit orthopaedic team work independently not a s steam and do not have pathways to ensure consistent effective management of common issues. Internet searches find pathways readily available from many trust for my problem all looking similar so why cant ULhT manage this. Better pathawua and planning would have reduced travel across the county for patient but also delays in management which has lead to the need for more rehab and than would have been foreseeable at least extra 4 weeks immobilized and on crutches ."*

*"Shame it's been made a scapegoat for wider ULHT funding issues."*

*"It is unfair that local Grantham people are expected to ...have a phone consultation which is not ideal just because Lincoln and Boston have been favoured..."*

*"...111 NHS TELL you to go lincoln or Notts. When grantham is clearly open."*

*"...no one cares and no one listens."*

*"Yes put us first for a change."*

*"... Needs to be used."*

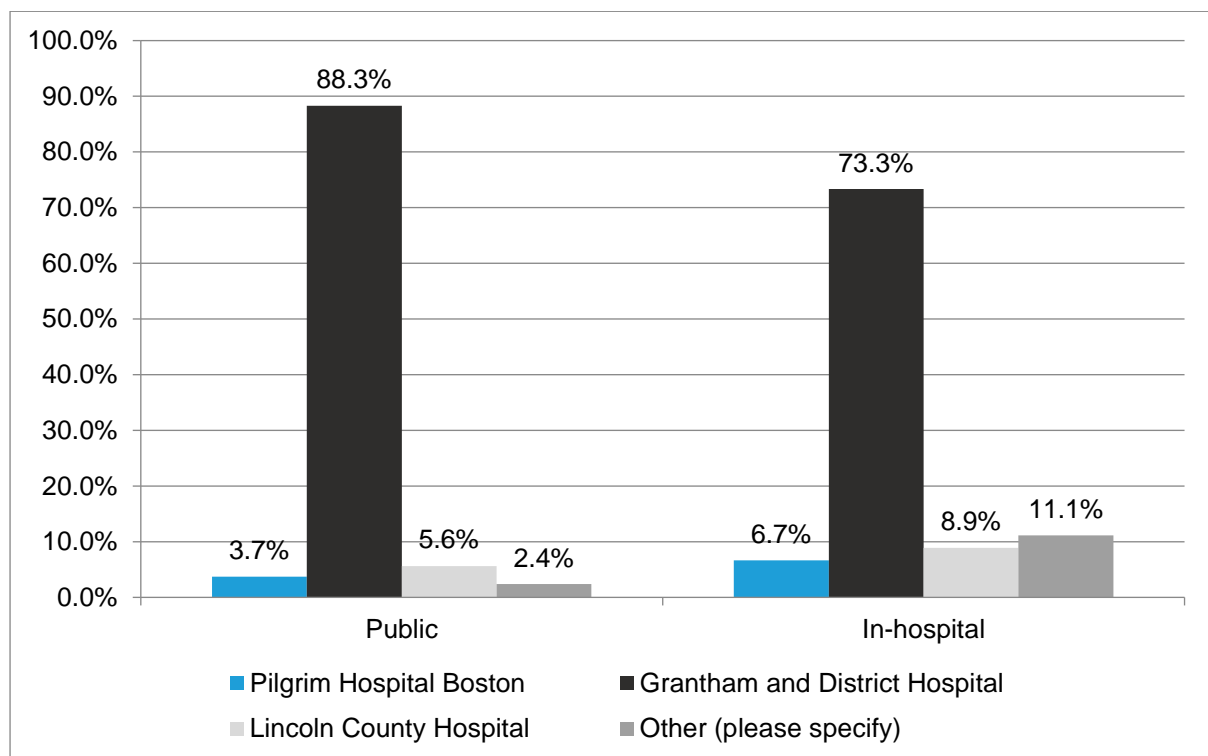
*"[good experience] but it was at a quiet time while a limited provision was in place."*



## Appendix 2 – Public and In-hospital responses (graphs)

**Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose? (N= public, 461 In-hospital, 45)**

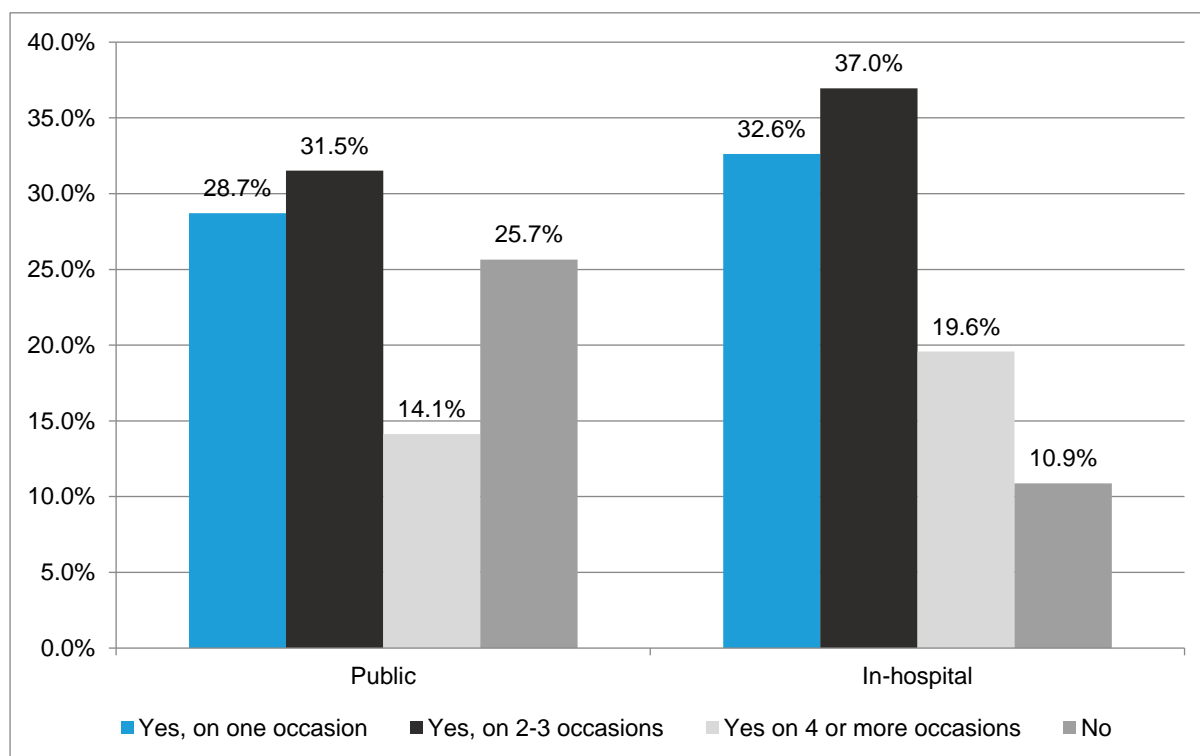
When comparing the public responses to those collected in-hospital significantly more, over four-fifths (88.3%) of the public indicated that they would choose to visit Grantham and District Hospital in comparison to the surveys completed in-hospital (73.3%).



|             | Pilgrim Hospital Boston | Grantham and District Hospital | Lincoln County Hospital | Other (please specify) |
|-------------|-------------------------|--------------------------------|-------------------------|------------------------|
| Public      | 3.69%<br>(N=17)         | 88.29% (N=407)                 | 5.64%<br>(N=26)         | 2.39%<br>(N=11)        |
| In-hospital | 6.67% (N=3)             | 73.33% (N=33)                  | 8.89%<br>(N=4)          | 11.11%<br>(N=5)        |

**Q3. Have you attended a hospital or community venue as a patient in the last 12 months? (N=public, 460, in-hospital, 46)**

Significantly more respondents to the public survey indicated that they had not visited a hospital in the that 12 months, in comparison to the in-hospital survey (25.7%, 10.9% respectively).

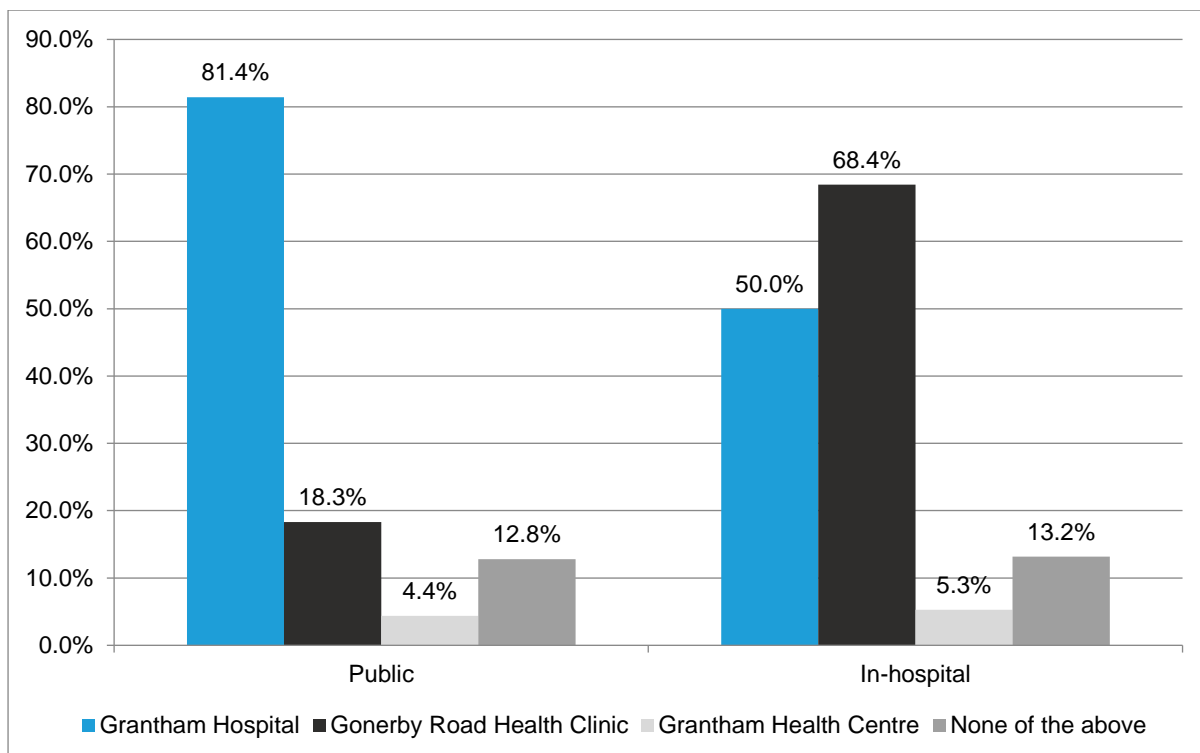


|             | Yes, on one occasion | Yes, on 2-3 occasions | Yes on 4 or more occasions | No             |
|-------------|----------------------|-----------------------|----------------------------|----------------|
| Public      | 28.7% (N=132)        | 31.52% (N=145)        | 14.13% (N=65)              | 25.65% (N=118) |
| In-hospital | 32.61% (N=15)        | 36.96% (N=17)         | 19.57% (N=9)               | 10.87% (N=5)   |

**Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months? (N=public, 344, in-hospital=38)**

Significantly more respondents indicated that they had attended Grantham for care or treatment in the last 12 months from the public survey in comparison to the in-hospital survey (81.4%, 50% respectively).





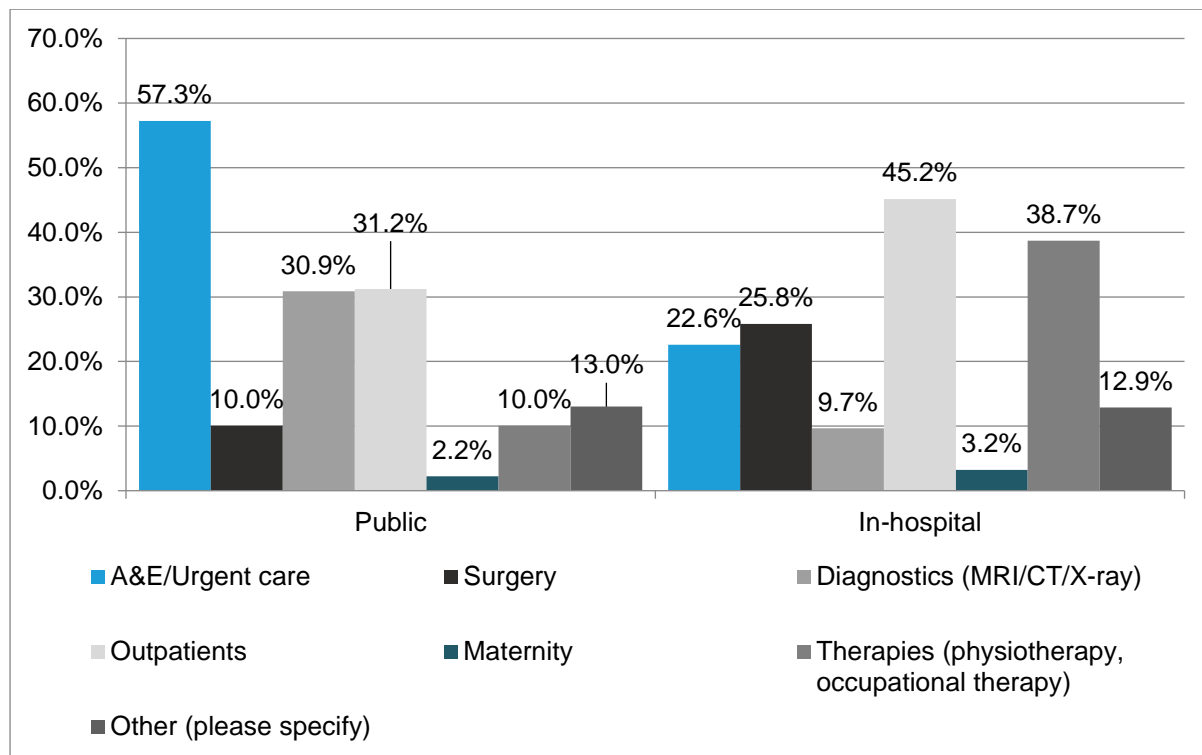
|             | Grantham Hospital | Gonerby Road Health Clinic | Grantham Health Centre | None of the above |
|-------------|-------------------|----------------------------|------------------------|-------------------|
| Public      | 81.4%<br>(N=280)  | 18.31%<br>(N=63)           | 4.36%<br>(N=15)        | 12.79%<br>(N=44)  |
| In-hospital | 50%<br>(N=19)     | 68.42%<br>(N=26)           | 5.26%<br>(N=2)         | 13.16%<br>(N=5)   |

**Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road Health Clinic or the Grantham Health Centre in the last 12 months: (N=public, 269, in-hospital, 39)**

Significantly, more respondents indicated that they had attended A&E/Urgent Care from the public survey in the last 12 months, in comparison to the in-hospital survey (57.3%, 22.6% respectively).

Significantly more respondents indicated that they had accessed diagnostics (MRI/CT/X-ray) from the public survey in the last 12 months, in comparison to the in-hospital survey (30.9%, 9.7% respectively).

Significantly more respondents indicated that they had accessed therapies (physiotherapy, occupational therapy) from the in-hospital survey in the last 12 months in comparison to the public survey (38.7%, 10% respectively).

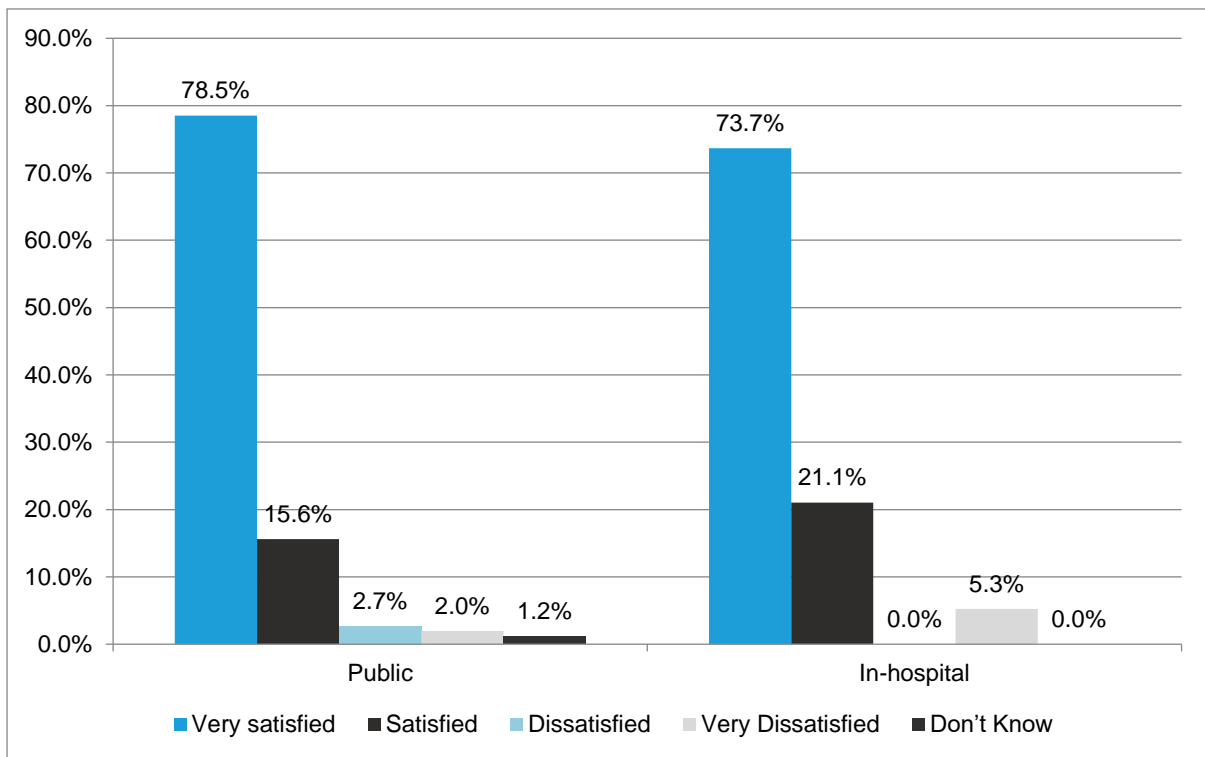


|             | A&E/Urgent care   | Surgery          | Diagnostics      | Outpatients      | Maternity      | Therapies        | Other (please specify) |
|-------------|-------------------|------------------|------------------|------------------|----------------|------------------|------------------------|
| Public      | 57.25%<br>(N=154) | 10.04%<br>(N=27) | 30.86%<br>(N=83) | 31.23%<br>(N=84) | 2.23%<br>(N=6) | 10.04%<br>(N=27) | 13.01%<br>(N=35)       |
| In-hospital | 22.58%<br>(N=7)   | 25.81%<br>(N=8)  | 9.68%<br>(N=3)   | 45.16%<br>(N=14) | 3.23%<br>(N=1) | 38.71%<br>(N=12) | 12.9%<br>(N=4)         |

**Q6. To what extent were you satisfied with the care or treatment you received?**

**Grantham Hospital (N=public, 256, in-hospital, 19)**

Significantly more respondents indicated that they were dissatisfied with the care or treatment they received at Grantham Hospital from the public survey in comparison the in-hospital survey (2.7%, 0% respectively).

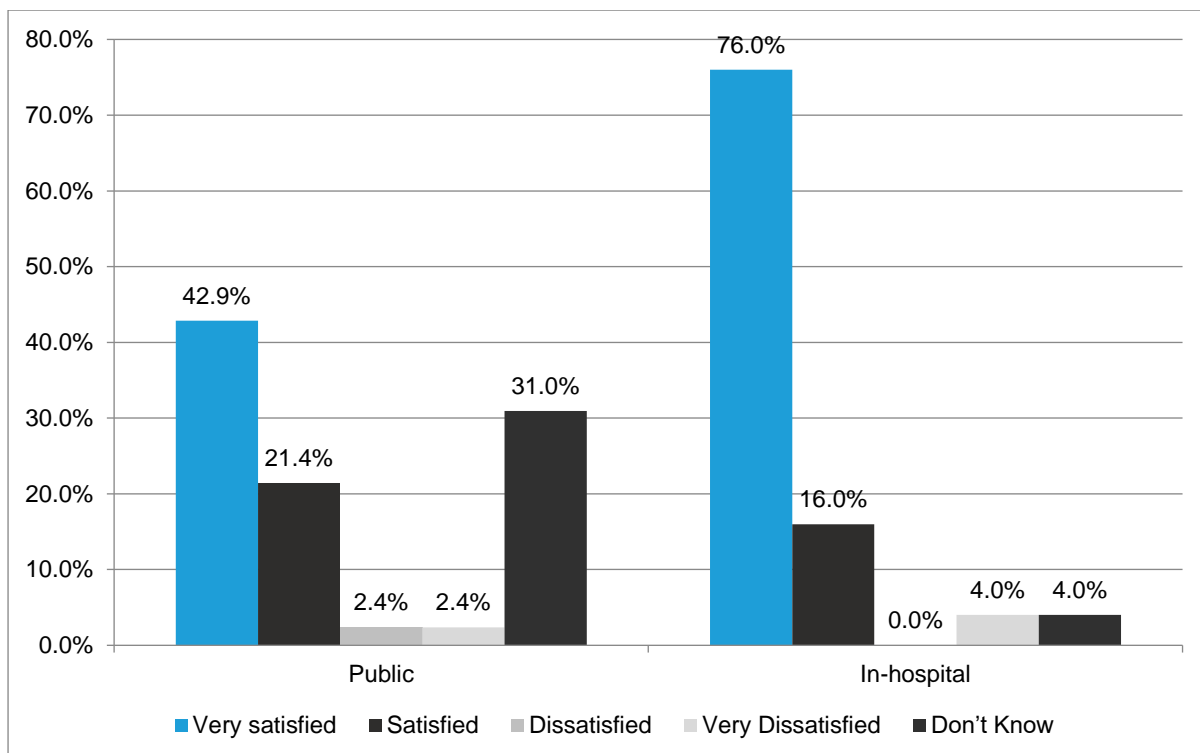


|             | Very satisfied    | Satisfied        | Dissatisfied   | Very Dissatisfied | Don't Know     |
|-------------|-------------------|------------------|----------------|-------------------|----------------|
| Public      | 78.52%<br>(N=201) | 15.63%<br>(N=40) | 2.73%<br>(N=7) | 1.95%<br>(N=5)    | 1.17%<br>(N=3) |
| In-hospital | 73.68%<br>(N=14)  | 21.05%<br>(N=4)  | 0%<br>(N=0)    | 5.26%<br>(N=1)    | 0%<br>(N=0)    |

### Gonerby Road Health Clinic (N=public, 84, in-hospital, 25)

Significantly more respondents indicated that they were very satisfied in the in-hospital survey, in comparison to the public survey (76%, 42.9% respectively).

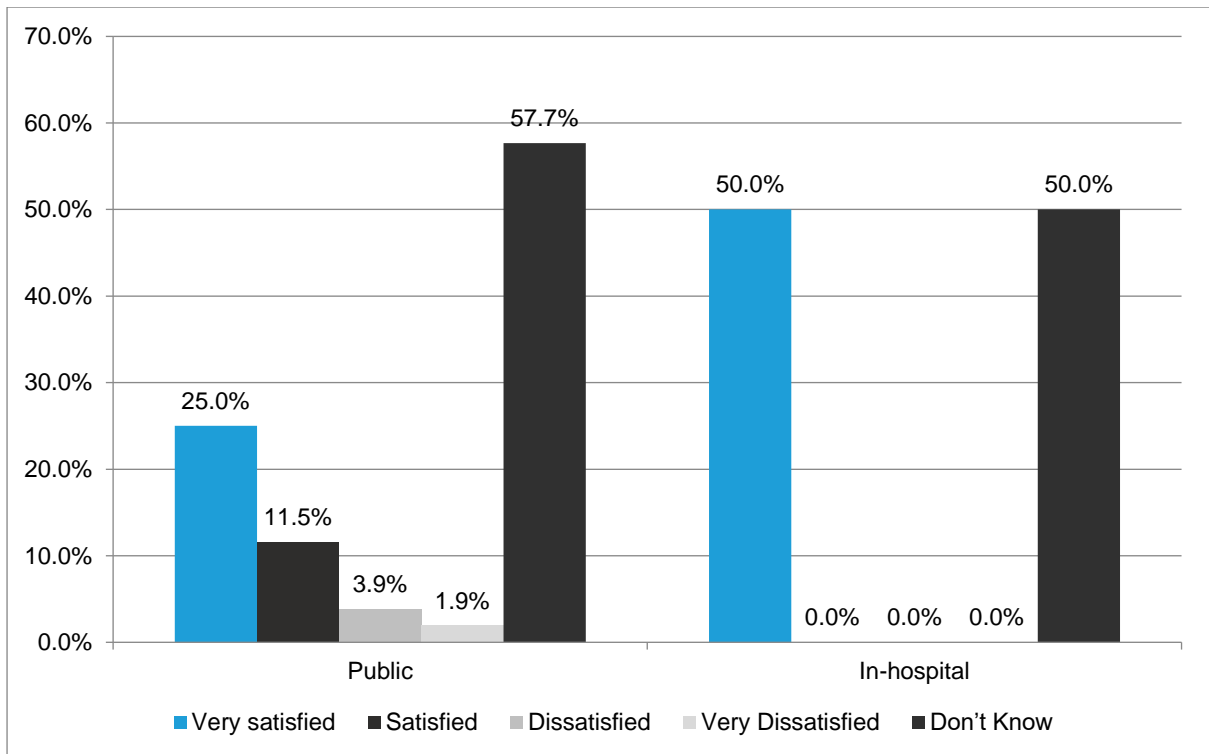
Significantly more respondents indicated that they didn't know if they were satisfied with the care or treatment they had received in the public survey, in comparison to the in-hospital survey (31%, 4% respectively).



|             | Very satisfied   | Satisfied        | Dissatisfied   | Very Dissatisfied | Don't Know       |
|-------------|------------------|------------------|----------------|-------------------|------------------|
| Public      | 42.86%<br>(N=36) | 21.43%<br>(N=18) | 2.38%<br>(N=2) | 2.38%<br>(N=2)    | 30.95%<br>(N=26) |
| In-hospital | 76%<br>(N=19)    | 16%<br>(N=4)     | 0%<br>(N=0)    | 4%<br>(N=1)       | 4%<br>(N=1)      |

### Grantham Health Centre (N=public, 52, in-hospital, 8)

Significantly more respondents indicated that they were satisfied in the public survey, in comparison to the in-hospital survey (11.5%, 0% respectively).



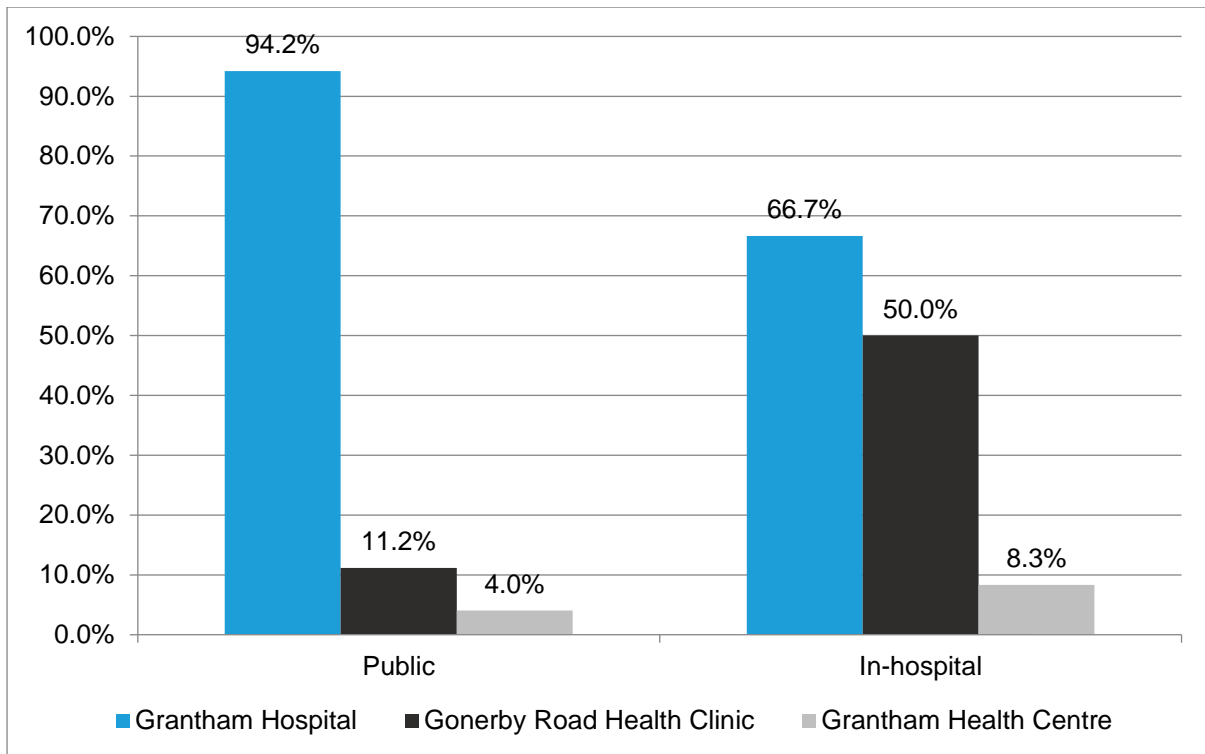
|             | Very satisfied | Satisfied       | Dissatisfied   | Very Dissatisfied | Don't Know       |
|-------------|----------------|-----------------|----------------|-------------------|------------------|
| Public      | 25%<br>(N=13)  | 11.54%<br>(N=6) | 3.85%<br>(N=2) | 1.92%<br>(N=1)    | 57.69%<br>(N=30) |
| In-hospital | 50%<br>(N=4)   | 0%<br>(N=0)     | 0%<br>(N=0)    | 0%<br>(N=0)       | 50%<br>(N=4)     |

**Q9. Please tell us why you attended Grantham on this occasion? (N=292)**

**It is the nearest location to where I live (N=public, 224, in-hospital=12)**

Significantly more respondents indicated that Grantham Hospital was close to where they lived in the public survey, in comparison to the in-hospital survey (94.2%, 66.7% respectively).

Significantly more respondents indicated that Gonerby Road Health Clinic was close to where they lived in the in-hospital survey, in comparison to the public survey (50%, 11.1% respectively).

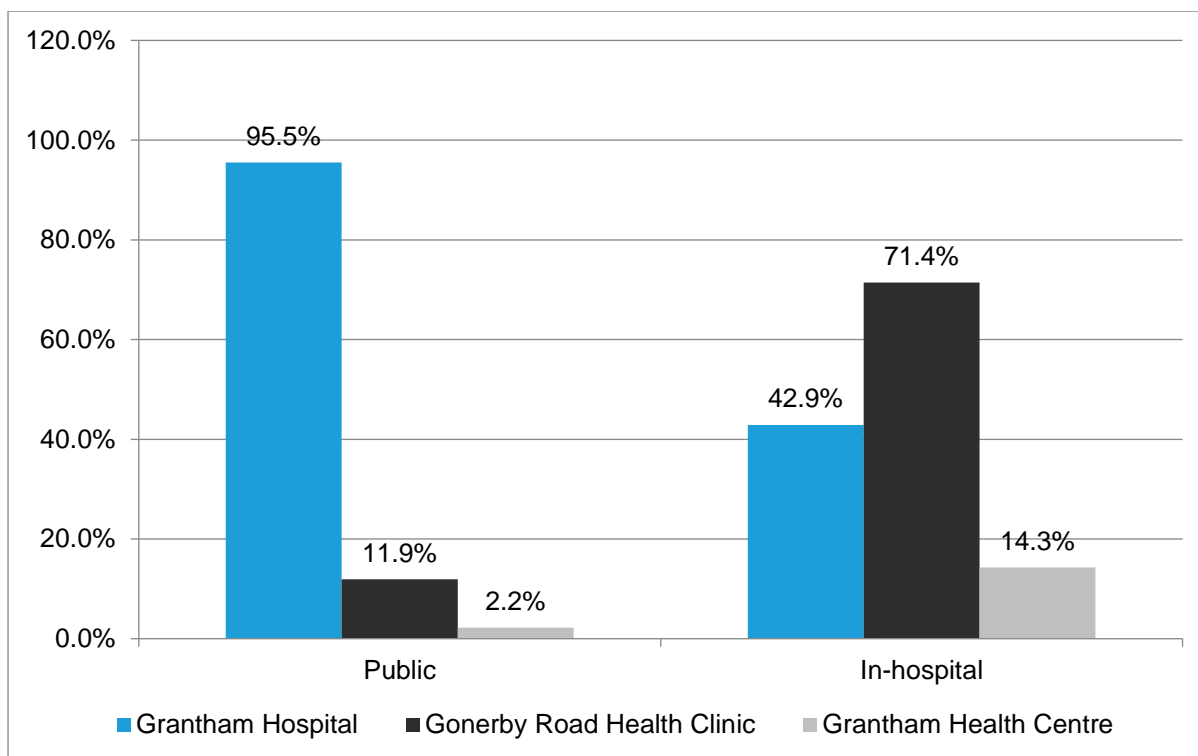


|             | Grantham Hospital | Gonerby Road Health Clinic | Grantham Health Centre |
|-------------|-------------------|----------------------------|------------------------|
| Public      | 94.2%<br>(N=211)  | 11.16%<br>(N=25)           | 4.02%<br>(N=9)         |
| In-hospital | 66.67%<br>(N=8)   | 50%<br>(N=6)               | 8.33%<br>(N=1)         |

**I asked to receive my care and treatment at Grantham (N=public,134, in-hospital=7)**

Significantly more respondents in the public survey indicated that they asked to receive their treatment or care in Grantham at Grantham Hospital, in comparison to the in-hospital survey (95.5%, 42.9% respectively).

Significantly more respondents in the in-hospital survey indicated that they asked to receive their treatment or care in Grantham at Gonerby Road Health Clinic, in comparison to the public survey (71.4%, 11.9% respectively).



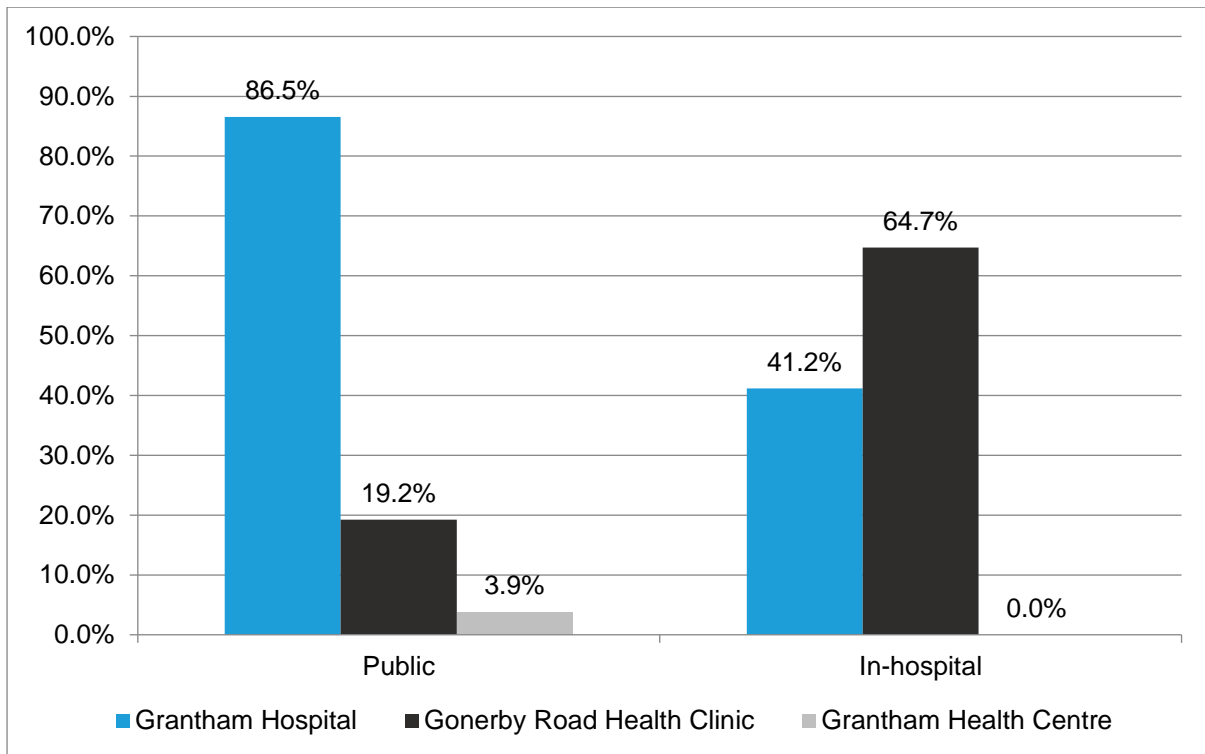
|             | Grantham Hospital | Gonerby Road Health Clinic | Grantham Health Centre |
|-------------|-------------------|----------------------------|------------------------|
| Public      | 95.52%<br>(N=128) | 11.94%<br>(N=16)           | 2.24%<br>(N=3)         |
| In-hospital | 42.86%<br>(N=3)   | 71.43%<br>(N=5)            | 14.29%<br>(N=1)        |

### Grantham was the only option I was given (N=public, 104, in-hospital, 17)

Significantly more respondents in the public survey indicated that Grantham Hospital was the only option given, in comparison to the in-hospital survey (86.5%, 41.2% respectively).

Significantly more respondents in the in-hospital survey indicated that Gonerby Road Health Clinic was the only option given, in comparison to the public survey (64.7%, 19.2% respectively).

Significantly more respondents in the public survey indicated that Grantham Health Centre was the only option given, in comparison to the in-hospital survey (3.85%, 0% respectively).

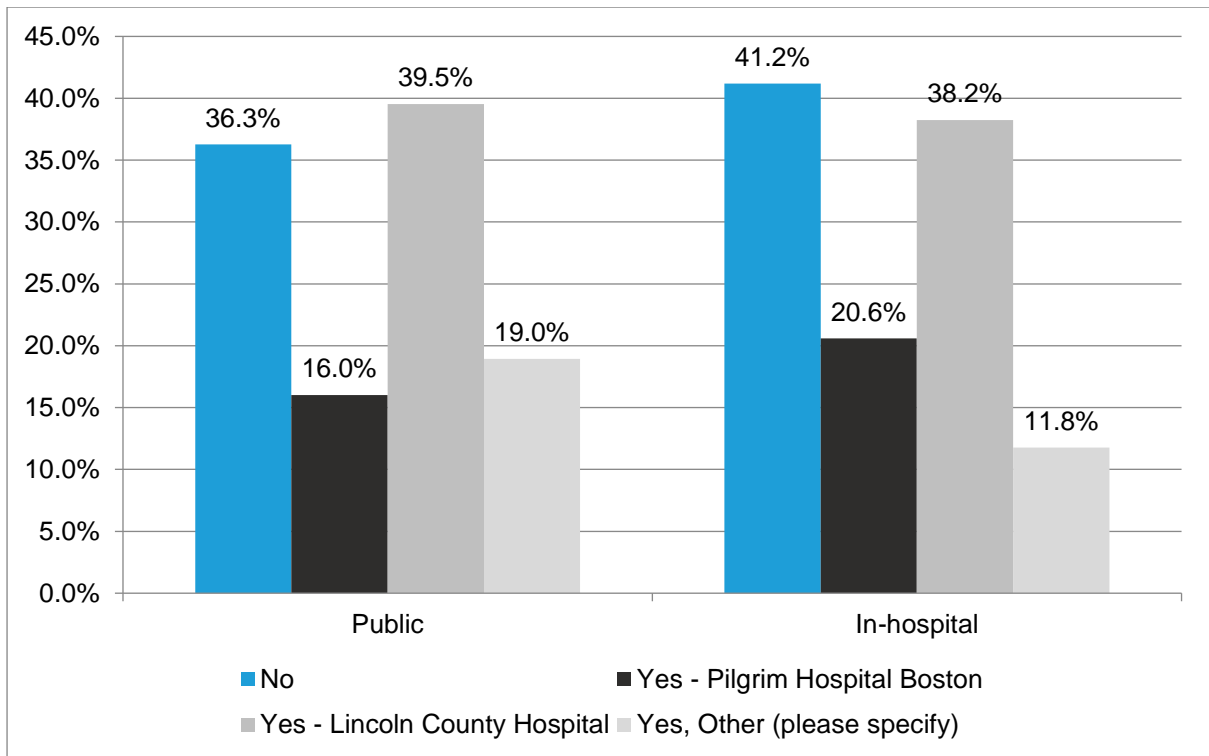


|             | Grantham Hospital | Gonerby Road Health Clinic | Grantham Health Centre |
|-------------|-------------------|----------------------------|------------------------|
| Public      | 86.54%<br>(N=90)  | 19.23%<br>(N=20)           | 3.85%<br>(N=4)         |
| In-hospital | 41.18%<br>(N=7)   | 64.71%<br>(N=11)           | 0%<br>(N=0)            |

**Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months? (N=public, 306, in-hospital, 34)**

There are no significant differences between public surveys and in-hospital surveys.

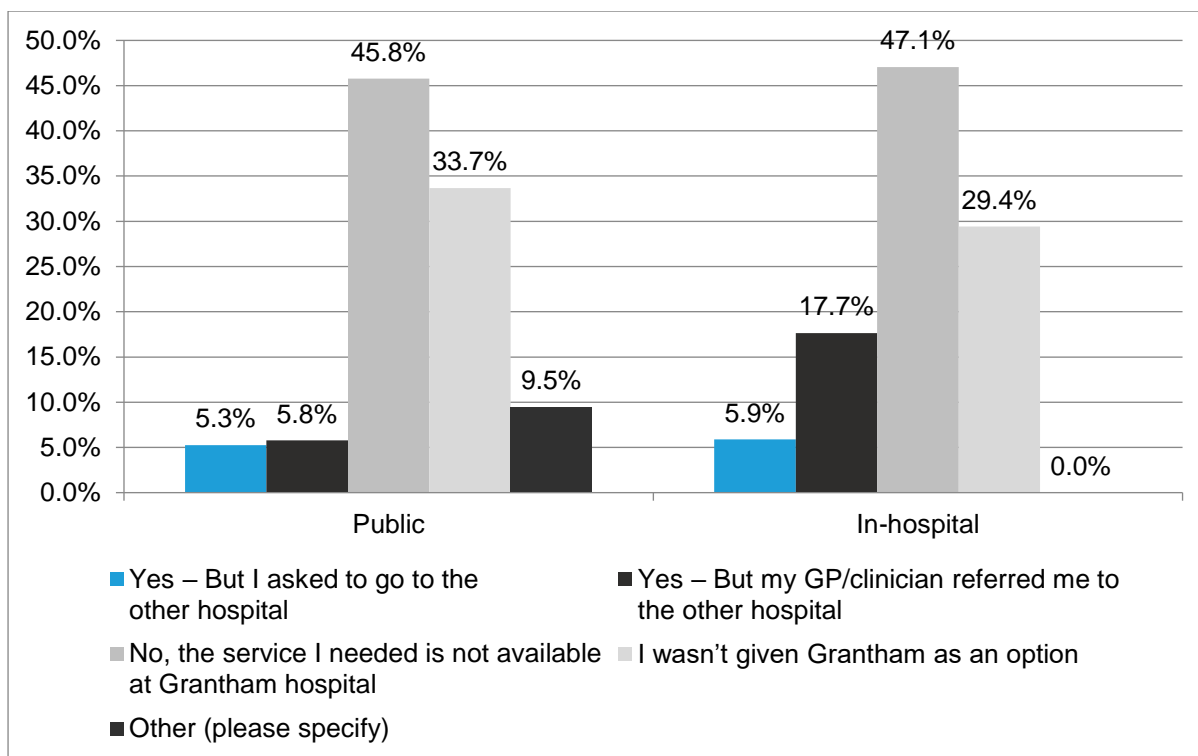




|             | No                | Yes - Pilgrim Hospital Boston | Yes - Lincoln County Hospital | Yes, Other (please specify) |
|-------------|-------------------|-------------------------------|-------------------------------|-----------------------------|
| Public      | 36.27%<br>(N=111) | 16.01%<br>(N=49)              | 39.54%<br>(N=121)             | 18.95%<br>(N=58)            |
| In-hospital | 41.18%<br>(N=14)  | 20.59%<br>(N=7)               | 38.24%<br>(N=13)              | 11.76%<br>(N=4)             |

**Q12. Could you have attended a service in Grantham instead of the hospital that you went to? (N=public, 190, in-hospital, 17)**

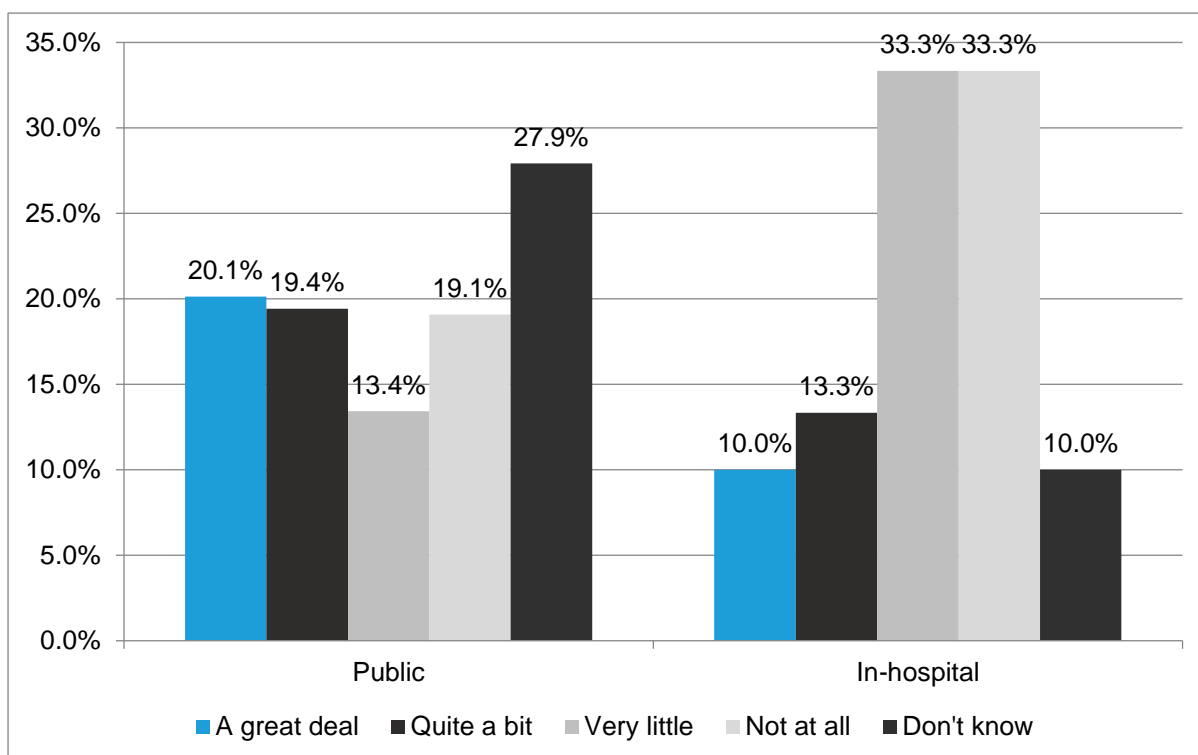
Significantly more respondents to the public survey indicated that they could have attended an 'other' service in Grantham, in comparison to the in-hospital survey (9.5%, 0% respectively).



|             | Yes – But I asked to go to the other hospital | Yes – But my GP/clinician referred me to the other hospital | No, the service I needed is not available at Grantham hospital | I wasn't given Grantham as an option | Other (please specify) |
|-------------|---|---|--|--------------------------------------|------------------------|
| Public      | 5.26%<br>(N=10)                               | 5.79%<br>(N=11)   | 45.79%<br>(N=87)   | 33.68%<br>(N=64)                     | 9.47%<br>(N=18)        |
| In-hospital | 5.88%<br>(N=1)                                | 17.65%<br>(N=3)   | 47.06%<br>(N=8)  | 29.41%<br>(N=5)                      | 0% (N=0)               |

**Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed? (N= public, 283, in-hospital, 30)**

Significantly more respondents to public survey indicated that they didn't know if, as a result of these temporary changes at Grantham Hospital due to COVID-19, that their care or treatment they would usually receive had changed, in comparison to the in-hospital survey (27.9%, 10% respectively).

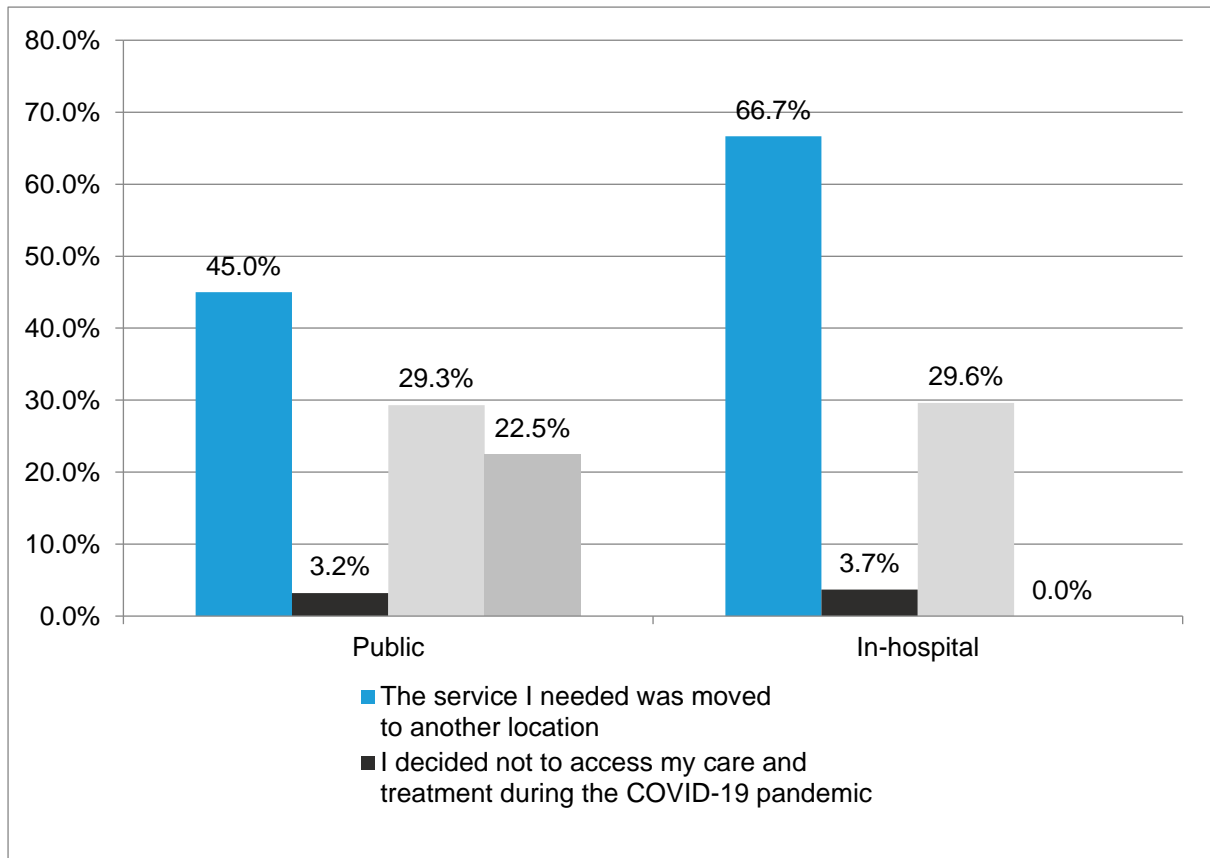


|             | A great deal    | Quite a bit     | Very little     | Not at all      | Don't know      |
|-------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Public      | 20.1%<br>(N=57) | 19.4%<br>(N=55) | 13.4%<br>(N=38) | 19.1%<br>(N=54) | 27.9%<br>(N=79) |
| In-hospital | 10%<br>(N=3)    | 13.3%<br>(N=4)  | 33.3%<br>(N=10) | 33.3%<br>(N=10) | 10%<br>(N=3)    |

**Q15. If your care or treatment has changed, please tell us why you think this (n=public, 249, in-hospital, 27)**

Significantly more respondents in the in-hospital survey indicated that they felt their care or treatment had changed because the service they needed was moved to another location, in comparison to respondents in the public survey (66.7%, 45% respectively).

Significantly more respondents to the public survey indicated that they felt their care or treatment had changed due to an 'other' reason in comparison to the in-hospital survey (22.5%, 0% respectively).



|             | The service I needed was moved to another location | I decided not to access my care and treatment during the COVID-19 pandemic | I did not need care or treatment during this time | Other (please specify) |
|-------------|--|--|---|------------------------|
| Public      | 45%<br>(N=112)                                     | 3.2%<br>(N=8)  | 29.3%<br>(N=73)                                   | 22.5%<br>(N=56)        |
| In-hospital | 66.7%<br>(N=18)                                    | 3.7%<br>(N=1)  | 29.7%<br>(N=8)                                    | 0%<br>(N=0)            |

## Appendix 3 – Demographics Significant Difference

**Q2. If you needed to visit a hospital as a patient, which hospital would you normally choose?**

### Working, carer or maternity status

Significantly more respondents that were individual residents, or carers would choose to visit Grantham and District Hospital in comparison to Lincoln County Hospital (88.8%, 76.92% respectively).

Significantly more respondents that were a parent or guardian of a child under the age of 16 would choose to visit Grantham and District Hospital in comparison to Lincoln County Hospital and Pilgrim Hospital Boston (17%, 4.8%, 0% respectively).

|                                | An individual resident | A carer        | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|--------------------------------|------------------------|----------------|---|-----------------------|-------------------------------------|------------------------|
| Pilgrim Hospital Boston        | 76.9%<br>(N=10)        | 7.7%<br>(N=1)  | 0%<br>(N=0)   | 7.7%<br>(N=1)         | 0%<br>(N=0)                         | 15.4%<br>(N=2)         |
| Grantham and District Hospital | 88.8%<br>(N=324)       | 6.9%<br>(N=25) | 17%<br>(N=62)                                       | 4.7%<br>(N=17)        | 0.6%<br>(N=2)                       | 2.5%<br>(N=9)          |
| Lincoln County Hospital        | 66.7%<br>(N=14)        | 4.8%<br>(N=1)  | 4.8%<br>(N=1)                                       | 9.5%<br>(N=2)         | 0%<br>(N=0)                         | 19%<br>(N=4)           |

Significantly more respondents who were pregnant or have given birth in the last year indicated that they would choose Grantham and District Hospital (3%, 0%, 0% respectively).

|  |     |    |                |                   |
|--|-----|----|----------------|-------------------|
|  | Yes | No | Does not apply | Prefer not to say |
|--|-----|----|----------------|-------------------|

|                                |              |                  |                |               |
|--------------------------------|--------------|------------------|----------------|---------------|
| Pilgrim Hospital Boston        | 0%<br>(N=0)  | 76.9%<br>(N=10)  | 23.1%<br>(N=3) | 0%<br>(N=0)   |
| Grantham and District Hospital | 3%<br>(N=11) | 88.8%<br>(N=324) | 7.7%<br>(N=28) | 0.6%<br>(N=2) |
| Lincoln County Hospital        | 0%<br>(N=0)  | 95.5%<br>(N=21)  | 4.6%<br>(N=1)  | 0%<br>(N=0)   |

### Age

Respondents aged 18-24 were significantly more likely to choose Grantham and District Hospital (1.4%, 0%, 0% respectively).

|                                | Under 18      | 18-24         | 25-34          | 35-44          | 45-54           | 55-64           | 65-74           | 75+            | Prefer not to say |
|--------------------------------|---------------|---------------|----------------|----------------|-----------------|-----------------|-----------------|----------------|-------------------|
| Pilgrim Hospital Boston        | 0%<br>(N=0)   | 0%<br>(N=0)   | 7.7%<br>(N=1)  | 15.4%<br>(N=2) | 15.4%<br>(N=2)  | 23.1%<br>(N=3)  | 23.1%<br>(N=3)  | 7.7%<br>(N=1)  | 7.7%<br>(N=1)     |
| Grantham and District Hospital | 0.6%<br>(N=2) | 1.4%<br>(N=5) | 7.4%<br>(N=27) | 17%<br>(N=62)  | 22.7%<br>(N=83) | 21.1%<br>(N=77) | 22.7%<br>(N=83) | 6%<br>(N=22)   | 1.1%<br>(N=4)     |
| Lincoln County Hospital        | 0%<br>(N=0)   | 0%<br>(N=0)   | 9.2%<br>(N=2)  | 18.1%<br>(N=4) | 13.6%<br>(N=3)  | 22.8%<br>(N=5)  | 22.7%<br>(N=5)  | 13.6%<br>(N=3) | 0%<br>(N=0)       |

### **Q3. Have you attended a hospital or community venue as a patient in the last 12 months?**

#### Disability

Respondents who indicated they had a disability, long-term illness or health condition were significantly more likely to attend a hospital or a community venue as a patient on one occasion, 2-3 occasions, 4 or more occasions, than not attend (44.4%, 54.3%, 70.9%, 30.4% respectively).

Respondents with a disability were significantly more likely to attend a hospital or a community venue as a patient on 4 or more occasions in comparison to on one occasion (70.9%, 44.4% respectively).

|                            | Yes             | No              | Prefer not to say |
|----------------------------|-----------------|-----------------|-------------------|
| Yes, on one occasion       | 44.4%<br>(N=51) | 53.0%<br>(N=61) | 2.6%<br>(N=3)     |
| Yes, on 2-3 occasions      | 54.3%<br>(N=69) | 42.5%<br>(N=54) | 3.2%<br>(N=4)     |
| Yes on 4 or more occasions | 70.9%<br>(N=39) | 21.8%<br>(N=12) | 7.3%<br>(N=4)     |
| No                         | 30.4%<br>(N=34) | 66.1%<br>(N=74) | 3.6%<br>(N=4)     |

#### Q4. Which of the following locations in Grantham have you attended for care or treatment in the last 12 months?

##### Working, carer or maternity status

Carers were significantly more likely to indicate that they had attended Grantham Hospital for care or treatment in the last 12 months, in comparison to Grantham Health Centre (6.1%, 0% respectively).

Respondents who were either currently pregnant or had given birth in the last year were significantly more likely to have attended Grantham Hospital for care and treatment in comparison to Gonerby Road Health Clinic and Grantham Health Centre (2.4%, 0%, 0% respectively).

|                   | Yes           | No             | Does not apply | Prefer not to say |
|-------------------|---------------|----------------|----------------|-------------------|
| Grantham Hospital | 2.4%<br>(N=6) | 88%<br>(N=220) | 8.8%<br>(N=22) | 0.8%<br>(N=2)     |

|                            |               |                 |                |             |
|----------------------------|---------------|-----------------|----------------|-------------|
| Gonerby Road Health Clinic | 0%<br>(N=0)   | 86.2%<br>(N=56) | 13.9%<br>(N=9) | 0%<br>(N=0) |
| Grantham Health Centre     | 0%<br>(N=0)   | 80%<br>(N=8)    | 20%<br>(N=2)   | 0%<br>(N=0) |
| None of the above          | 3.1%<br>(N=1) | 78.1%<br>(N=25) | 18.8%<br>(N=6) | 0%<br>(N=0) |

### Age

Respondents aged between 25-34 were significantly more likely to attend Grantham Hospital in comparison to Grantham Health Centre (7.6%, 0% respectively).

Respondents aged between 35-44 were significantly more likely to attend Grantham Hospital in comparison to none of the other hospitals identified (22.1%, 9.4% respectively).

|                            | Under 18      | 18-24         | 25-34           | 35-44           | 45-54           | 55-64           | 65-74           | 75+            | Prefer not to say |
|----------------------------|---------------|---------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|-------------------|
| Grantham Hospital          | 0.4%<br>(N=1) | 1.2%<br>(N=3) | 7.63%<br>(N=19) | 22%<br>(N=55)   | 21.7%<br>(N=54) | 20.5%<br>(N=51) | 18.1%<br>(N=45) | 6.4%<br>(N=16) | 2%<br>(N=5)       |
| Gonerby Road Health Clinic | 0%<br>(N=0)   | 1.5%<br>(N=1) | 4.6%<br>(N=3)   | 16.9%<br>(N=11) | 20%<br>(N=13)   | 23.1%<br>(N=15) | 21.5%<br>(N=14) | 10.8%<br>(N=7) | 1.5%<br>(N=1)     |
| Grantham Health Centre     | 0%<br>(N=0)   | 0%<br>(N=0)   | 0%<br>(N=0)     | 20%<br>(N=2)    | 30%<br>(N=3)    | 20%<br>(N=2)    | 20%<br>(N=2)    | 10%<br>(N=1)   | 0%<br>(N=0)       |
| None of the above          | 0%<br>(N=0)   | 0%<br>(N=0)   | 3.1%<br>(N=1)   | 9.4%<br>(N=3)   | 15.6%<br>(N=5)  | 21.9%<br>(N=7)  | 34.4%<br>(N=11) | 15.6%<br>(N=5) | 0%<br>(N=0)       |

**Q5. Please tell us which patient services you have accessed at Grantham Hospital, Gonerby Road Health Clinic or the Grantham Health Centre in the last 12 months:**



Working, carer or maternity status

A carer was significantly more likely to attend A&E/Urgent care, diagnostics (MRI/CT/X-ray), outpatients (7.4%, 9%, 6% respectively), in comparison to surgery and maternity (0%, 0% respectively).

A parent or a guardian of a child under the age of 16 was significantly more likely to attend A&E/Urgent care, in comparison to surgery or diagnostics (MRI/CT/X-ray) (28.9%, 6.7%, 16.7% respectively).

|   | An individual resident | A carer        | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|---|------------------------|----------------|---|-----------------------|-------------------------------------|------------------------|
| A&E/Urgent care                                 | 87.3%<br>(N=130)       | 7.4%<br>(N=11) | 28.9%<br>(N=43)                                     | 3.4%<br>(N=5)         | 0.7%<br>(N=1)                       | 0%<br>(N=0)            |
| Surgery   | 83.3%<br>(N=25)        | 0%<br>(N=0)    | 6.7%<br>(N=2)                                       | 13.3%<br>(N=4)        | 0%<br>(N=0)                         | 13.3%<br>(N=4)         |
| Diagnostics (MRI/CT/X-ray)                      | 93.6%<br>(N=73)        | 9%<br>(N=7)    | 16.7%<br>(N=13)                                     | 3.9%<br>(N=3)         | 1.3%<br>(N=1)                       | 1.3%<br>(N=1)          |
| Outpatients                                     | 90.4%<br>(N=75)        | 6.0%<br>(N=5)  | 19.3%<br>(N=16)                                     | 2.4%<br>(N=2)         | 1.2%<br>(N=1)                       | 3.6%<br>(N=3)          |
| Maternity                                       | 100%<br>(N=3)          | 0%<br>(N=0)    | 33.3%<br>(N=1)                                      | 33.3%<br>(N=1)        | 0%<br>(N=0)                         | 0%<br>(N=0)            |
| Therapies (physiotherapy, occupational therapy) | 88.7%<br>(N=31)        | 8.6%<br>(N=3)  | 20%<br>(N=7)  | 2.9%<br>(N=1)         | 0%<br>(N=0)                         | 5.7%<br>(N=2)          |

Respondents who were currently pregnant or had given birth in the last year were significantly more likely to have attended maternity (100%).

Respondents who were currently pregnant or had given birth in the last year were also significantly more likely to attend A&E/Urgent care in comparison to Surgery or outpatients or therapies (physiotherapy, occupational therapy) (3.4%, 0%, 0%, 0% respectively).

|   | Yes           | No               | Does not apply  | Prefer not to say |
|---|---------------|------------------|-----------------|-------------------|
| A&E/Urgent care                                 | 3.4%<br>(N=5) | 88.6%<br>(N=132) | 6.7%<br>(N=10)  | 1.3%<br>(N=2)     |
| Surgery   | 0%<br>(N=0)   | 83.3%<br>(N=25)  | 16.7%<br>(N=5)  | 0%<br>(N=0)       |
| Diagnostics (MRI/CT/X-ray)                      | 2.6%<br>(N=2) | 84.6%<br>(N=66)  | 12.8%<br>(N=10) | 0%<br>(N=0)       |
| Outpatients                                     | 0%<br>(N=0)   | 88.2%<br>(N=75)  | 11.8% (N=10)    | 0%<br>(N=0)       |
| Maternity                                       | 100%<br>(N=3) | 0%<br>(N=0)      | 0%<br>(N=0)     | 0%<br>(N=0)       |
| Therapies (physiotherapy, occupational therapy) | 0%<br>(N=0)   | 100%<br>(N=35)   | 0%<br>(N=0)     | 0%<br>(N=0)       |

### Age

Respondents aged 35-44 were significantly more likely to attend A&E/Urgent care in comparison to diagnostics (MRI/CT/X-ray) or outpatients (30.9%, 16.7%, 13.1% respectively).

Respondents aged 45-54 were significantly more likely to attend A&E/Urgent care, surgery, diagnostics (MRI/CT/X-ray), outpatients, therapies (physiotherapy, occupational therapy), in comparison to maternity (22.8%, 30%, 14.1%, 22.6%, 14.3%, 0% respectively).

Respondents aged 55-64 were significantly more likely to attend diagnostics (MRI/CT/X-ray), outpatients or therapies (physiotherapy, occupational therapy) in comparison to A&E/Urgent care (25.6% 27.4%, 34.3%, 14.1% respectively)

Respondents aged 55-64 are significantly more likely to attend A&E/Urgent care, Surgery, diagnostics (MRI/CT/X-ray), outpatients, therapies (physiotherapy, occupational therapy), in comparison to maternity (14.9%, 20%, 25.6%, 27.4%, 34.3%, 0% respectively).

65-74 years olds were significantly more likely to attend diagnostics (MRI/CT/X-ray), in comparison to A&E/Urgent care, Surgery, therapies (physiotherapy, occupational therapy) (28.2%, 16.11%, 6.7%, 11,4% respectively)

65-74 years olds were significantly more likely to attend outpatients in comparison to surgery, (23.8%, 6.7% respectively).

45-54 years olds, 65-75 years olds and 75+ were significantly least likely to attend maternity in comparison to all other services at 0%.

|   | Under 18    | 18-24       | 25-34        | 35-44        | 45-54        | 55-64        | 65-74        | 75+        | Prefer not to say |
|---|-------------|-------------|--------------|--------------|--------------|--------------|--------------|------------|-------------------|
| A&E/Urgent care                                 | 0.67% (N=1) | 0.67% (N=1) | 10.1% (N=15) | 30.9% (N=46) | 22.% (N=34)  | 14.1% (N=21) | 16.1% (N=24) | 4.0% (N=6) | 0.7% (N=1)        |
| Surgery   | 0% (N=0)    | 6.7% (N=2)  | 3.3% (N=1)   | 16.7% (N=5)  | 30% (N=9)    | 20% (N=6)    | 6.7% (N=2)   | 6.7% (N=2) | 10% (N=3)         |
| Diagnostics (MRI/CT/X-ray)                      | 1.3% (N=1)  | 1.3% (N=1)  | 5.1% (N=4)   | 16.7% (N=13) | 14.1% (N=11) | 25.6% (N=20) | 28.2% (N=22) | 7.7% (N=6) | 0% (N=0)          |
| Outpatients                                     | 0% (N=0)    | 2.4% (N=2)  | 3.6% (N=3)   | 13.1% (N=11) | 22.6% (N=19) | 27.4% (N=23) | 23.8% (N=20) | 7.1% (N=6) | 0% (N=0)          |
| Maternity                                       | 0% (N=0)    | 0% (N=0)    | 33.3% (N=1)  | 66.7% (N=2)  | 0% (N=0)     | 0% (N=0)     | 0% (N=0)     | 0% (N=0)   | 0% (N=0)          |
| Therapies (physiotherapy, occupational therapy) | 2.7% (N=1)  | 2.7% (N=1)  | 0% (N=0)     | 28.6% (N=10) | 14.3% (N=5)  | 34.3% (N=12) | 11.4% (N=4)  | 2.9% (N=1) | 2.9% (N=1)        |

## Gender

Males were significantly more likely than females to attend outpatients in comparison to therapies (physiotherapy, occupational therapy) (21.4%, 8.6% respectively).

|   | Female           | Male            | Transgender | Other       | Prefer not to say |
|---|------------------|-----------------|-------------|-------------|-------------------|
| A&E/Urgent care                                 | 85.9%<br>(N=128) | 12.8%<br>(N=19) | 0%<br>(N=0) | 0%<br>(N=0) | 1.3%<br>(N=2)     |
| Surgery   | 80%<br>(N=24)    | 16.7%<br>(N=5)  | 0%<br>(N=0) | 0%<br>(N=0) | 3.3%<br>(N=1)     |
| Diagnostics (MRI/CT/X-ray)                      | 85.9%<br>(N=67)  | 12.8%<br>(N=10) | 0%<br>(N=0) | 0%<br>(N=0) | 1.3%<br>(N=1)     |
| Outpatients                                     | 77.4%<br>(N=65)  | 21.4%<br>(N=18) | 0%<br>(N=0) | 0%<br>(N=0) | 1.2%<br>(N=1)     |
| Maternity                                       | 100%<br>(N=3)    | 0%<br>(N=0)     | 0%<br>(N=0) | 0%<br>(N=0) | 0%<br>(N=0)       |
| Therapies (physiotherapy, occupational therapy) | 88.6%<br>(N=31)  | 8.6%<br>(N=3)   | 0%<br>(N=0) | 0%<br>(N=0) | 2.9%<br>(N=1)     |

## Disability

Respondents who indicated they had a disability, long-term illness or health condition were significantly more likely to attend diagnostics (MRI/CT/X-ray), or outpatients, in comparison to A&E/Urgent care (64.1%, 64.5%, 47.7% respectively).

Respondents were also more likely to attend diagnostics (MRI/CT/X-ray), in comparison to surgery (64.1%, 43.3% respectively).

|   | Yes             | No              | Prefer not to say |
|---|-----------------|-----------------|-------------------|
| A&E/Urgent care                                       | 47.7%<br>(N=71) | 49.7%<br>(N=74) | 2.7%<br>(N=4)     |
| Surgery   | 43.3%<br>(N=13) | 50%<br>(N=15)   | 6.7%<br>(N=2)     |
| Diagnostics<br>(MRI/CT/X-ray)                         | 64.1%<br>(N=50) | 33.3%<br>(N=26) | 2.6%<br>(N=2)     |
| Outpatients   | 63.5%<br>(N=54) | 31.8%<br>(N=27) | 4.7%<br>(N=4)     |
| Maternity   | 0%<br>(N=0)     | 100%<br>(N=3)   | 0%<br>(N=0)       |
| Therapies<br>(physiotherapy,<br>occupational therapy) | 57.1%<br>(N=20) | 31.4%<br>(N=11) | 11.4%<br>(N=4)    |

## Q6. To what extent were you satisfied with the care or treatment you received?

### Grantham Hospital

#### Working, carer or maternity status

A carer was significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied, very dissatisfied or don't know (7%, 0%, 0%, 0% respectively).

A parent or guardian of a child under 16 is significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied or very dissatisfied (20%, 0%, 0% respectively).

|  |                        |         |                                 |                       |                        |                        |
|--|------------------------|---------|---------------------------------|-----------------------|------------------------|------------------------|
|  | An individual resident | A carer | A parent or guardian of a child | A member of NHS staff | A representative of an | Other (please specify) |
|--|------------------------|---------|---------------------------------|-----------------------|------------------------|------------------------|

|                   |                 |               | under the age of 16 |                | organisation  |               |
|-------------------|-----------------|---------------|---------------------|----------------|---------------|---------------|
| Very satisfied    | 89%<br>(N=178)  | 7%<br>(N=14)  | 20%<br>(N=40)       | 3.5%<br>(N=7)  | 0.5%<br>(N=1) | 4%<br>(N=8)   |
| Satisfied         | 83.8%<br>(N=31) | 5.4%<br>(N=2) | 13.5%<br>(N=5)      | 2.7%<br>(N=1)  | 0%<br>(N=0)   | 2.7%<br>(N=1) |
| Dissatisfied      | 100%<br>(N=6)   | 0%<br>(N=0)   | 0%<br>(N=0)         | 16.7%<br>(N=1) | 0%<br>(N=0)   | 0%<br>(N=0)   |
| Very Dissatisfied | 75%<br>(N=3)    | 0%<br>(N=0)   | 0%<br>(N=0)         | 50%<br>(N=2)   | 0%<br>(N=0)   | 0%<br>(N=0)   |
| Don't Know        | 100%<br>(N=1)   | 0%<br>(N=0)   | 100%<br>(N=1)       | 0%<br>(N=0)    | 0%<br>(N=0)   | 0%<br>(N=0)   |

Respondents who were currently pregnant or who had given birth in the last year were significantly more likely to be very satisfied with Grantham Hospital in comparison to dissatisfied or very dissatisfied (2.5%, 0%, 0% respectively).

|                   | Yes           | No               | Does not apply | Prefer not to say |
|-------------------|---------------|------------------|----------------|-------------------|
| Very satisfied    | 2.5%<br>(N=5) | 88.1%<br>(N=178) | 8.4%<br>(N=17) | 1%<br>(N=2)       |
| Satisfied         | 2.7%<br>(N=1) | 86.5%<br>(N=32)  | 10.8%<br>(N=4) | 0%<br>(N=0)       |
| Dissatisfied      | 0%<br>(N=0)   | 100%<br>(N=6)    | 0%<br>(N=0)    | 0%<br>(N=0)       |
| Very Dissatisfied | 0%<br>(N=0)   | 75%<br>(N=3)     | 25%<br>(N=1)   | 0%<br>(N=0)       |
| Don't Know        | 0%<br>(N=0)   | 100%<br>(N=1)    | 0%<br>(N=0)    | 0%<br>(N=0)       |

## Age

35-44 years olds were significantly more likely to be very satisfied with Grantham Hospital in comparison to satisfied (23.4%, 10.8% respectively).

55-64 years olds, 65-74 year olds 75+ were significantly more likely to be very satisfied (20.4%, 20.4%, 5% respectively) or satisfied (21.6%, 13.5%, 13.5% respectively) with Grantham Hospital when compared to very dissatisfied (0%, 0%, 0% respectively).

75+ year olds were also significantly more likely to be very satisfied or satisfied in comparison to dissatisfied with Grantham Hospital (5%, 13.5%, 0% respectively).

|                   | Under 18      | 18-24         | 25-34          | 35-44           | 45-54           | 55-64           | 65-74           | 75+            | Prefer not to say |
|-------------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|----------------|-------------------|
| Very satisfied    | 0%<br>(N=0)   | 1%<br>(N=2)   | 6.5%<br>(N=13) | 23.4%<br>(N=47) | 21.4%<br>(N=43) | 20.4%<br>(N=41) | 20.4%<br>(N=41) | 5%<br>(N=10)   | 2%<br>(N=4)       |
| Satisfied         | 2.7%<br>(N=1) | 2.7%<br>(N=1) | 10.8%<br>(N=4) | 10.8%<br>(N=4)  | 24.3%<br>(N=9)  | 21.6%<br>(N=8)  | 13.5%<br>(N=5)  | 13.5%<br>(N=5) | 0%<br>(N=0)       |
| Dissatisfied      | 0%<br>(N=0)   | 0%<br>(N=0)   | 16.7%<br>(N=1) | 16.7%<br>(N=1)  | 16.7%<br>(N=1)  | 33.3%<br>(N=2)  | 16.7%<br>(N=1)  | 0%<br>(N=0)    | 0%<br>(N=0)       |
| Very Dissatisfied | 0%<br>(N=0)   | 0%<br>(N=0)   | 25%<br>(N=1)   | 25%<br>(N=1)    | 25%<br>(N=1)    | 0%<br>(N=0)     | 0%<br>(N=0)     | 0%<br>(N=0)    | 25%<br>(N=1)      |
| Don't Know        | 0%<br>(N=0)   | 0%<br>(N=0)   | 0%<br>(N=0)    | 100%<br>(N=1)   | 0%<br>(N=0)     | 0%<br>(N=0)     | 0%<br>(N=0)     | 0%<br>(N=0)    | 0%<br>(N=0)       |

## Gender

Males were significantly more likely than females to be very satisfied or satisfied with Grantham Hospital in comparison to very dissatisfied (12.9%, 24.3%, 0% respectively).

|                | Female | Male  | Transgender | Other | Prefer not to say |
|----------------|--------|-------|-------------|-------|-------------------|
| Very satisfied | 84.6%  | 12.9% | 0%          | 0%    | 2.5%              |

|                   |                 |                |             |             |              |
|-------------------|-----------------|----------------|-------------|-------------|--------------|
|                   | (N=170)         | (N=26)         | (N=0)       | (N=0)       | (N=5)        |
| Satisfied         | 75.7%<br>(N=28) | 24.3%<br>(N=9) | 0%<br>(N=0) | 0%<br>(N=0) | 0%<br>(N=0)  |
| Dissatisfied      | 83.3%<br>(N=5)  | 16.7%<br>(N=1) | 0%<br>(N=0) | 0%<br>(N=0) | 0%<br>(N=0)  |
| Very Dissatisfied | 75%<br>(N=3)    | 0%<br>(N=0)    | 0%<br>(N=0) | 0%<br>(N=0) | 25%<br>(N=1) |
| Don't Know        | 100%<br>(N=1)   | 0%<br>(N=0)    | 0%<br>(N=0) | 0%<br>(N=0) | 0% (N=0)     |

## Grantham Health Centre

### Disability

Respondents who had a disability, long-term illness or health condition were significantly more likely to be very satisfied in comparison to dissatisfied (50%, 0% respectively).

|                   | Yes             | No              | Prefer not to say |
|-------------------|-----------------|-----------------|-------------------|
| Very satisfied    | 50%<br>(N=8)    | 50%<br>(N=8)    | 0%<br>(N=0)       |
| Satisfied         | 50%<br>(N=2)    | 50%<br>(N=2)    | 0%<br>(N=0)       |
| Dissatisfied      | 0%<br>(N=0)     | 100%<br>(N=1)   | 0%<br>(N=0)       |
| Very Dissatisfied | 0%<br>(N=0)     | 0%<br>(N=0)     | 0%<br>(N=0)       |
| : Don't Know      | 48.4%<br>(N=15) | 45.2%<br>(N=14) | 6.5%<br>(N=2)     |



## Gonerby Road Health Clinic

### Working, carer or maternity status

A carer was significantly more likely to indicate that they were very satisfied in comparison to satisfied, dissatisfied or very dissatisfied (12.2%, 0%, 0% 0% respectively).

A parent or guardian of a child under the age of 16 was significantly more likely to indicate they were very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied or very dissatisfied (22.5%, 0%, 0% respectively).

|                   | An individual resident | A carer         | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|-------------------|------------------------|-----------------|---|-----------------------|-------------------------------------|------------------------|
| Very satisfied    | 89.8%<br>(N=44)        | 12.24%<br>(N=6) | 22.5%<br>(N=11)                                     | 0%<br>(N=0)           | 0%<br>(N=0)                         | 6.1%<br>(N=3)          |
| Satisfied         | 88.2%<br>(N=15)        | 0%<br>(N=0)     | 29.4%<br>(N=5)                                      | 0%<br>(N=0)           | 5.9%<br>(N=1)                       | 5.9%<br>(N=1)          |
| Dissatisfied      | 100%<br>(N=2)          | 0%<br>(N=0)     | 0%<br>(N=0)   | 0%<br>(N=0)           | 0%<br>(N=0)                         | 0%<br>(N=0)            |
| Very Dissatisfied | 100%<br>(N=2)          | 0%<br>(N=0)     | 0%<br>(N=0)   | 0%<br>(N=0)           | 0%<br>(N=0)                         | 0%<br>(N=0)            |
| Don't Know        | 86.4%<br>(N=19)        | 4.6%<br>(N=1)   | 22.7%<br>(N=5)                                      | 9.1%<br>(N=2)         | 0%<br>(N=0)                         | 0%<br>(N=0)            |

### Age

Respondents aged between 45-54 years were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to satisfied, dissatisfied or very dissatisfied (28.6%, 5.9%, 0%, 0% respectively).

Respondents aged between 55-64 years were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied or very dissatisfied (22.5%, 0%, 0% respectively).

Whilst respondent aged between 65-74 were significantly more likely to be very satisfied or satisfied with Gonerby Road Health Clinic in comparison to very dissatisfied (18.4%, 23.5%, 0% respectively).

Finally, respondents aged over 75+ years were significantly more likely to be very satisfied with Gonerby Road Health Clinic in comparison to dissatisfied (8.2%, 0% respectively).

|                   | Under 18    | 18-24         | 25-34          | 35-44          | 45-54           | 55-64           | 65-74          | 75+           | Prefer not to say |
|-------------------|-------------|---------------|----------------|----------------|-----------------|-----------------|----------------|---------------|-------------------|
| Very satisfied    | 0%<br>(N=0) | 2%<br>(N=1)   | 6.12%<br>(N=3) | 12.2%<br>(N=6) | 28.6%<br>(N=14) | 22.5%<br>(N=11) | 18.4%<br>(N=9) | 8.2%<br>(N=4) | 2%<br>(N=1)       |
| Satisfied         | 0%<br>(N=0) | 0%<br>(N=0)   | 11.8%<br>(N=2) | 23.5%<br>(N=4) | 5.9%<br>(N=1)   | 29.4%<br>(N=5)  | 23.5%<br>(N=4) | 5.9%<br>(N=1) | 0%<br>(N=0)       |
| Dissatisfied      | 0%<br>(N=0) | 0%<br>(N=0)   | 0%<br>(N=0)    | 50%<br>(N=1)   | 0%<br>(N=0)     | 0%<br>(N=0)     | 50%<br>(N=1)   | 0%<br>(N=0)   | 0%<br>(N=0)       |
| Very Dissatisfied | 0%<br>(N=0) | 0%<br>(N=0)   | 0%<br>(N=0)    | 50%<br>(N=1)   | 0%<br>(N=0)     | 0%<br>(N=0)     | 0%<br>(N=0)    | 50%<br>(N=1)  | 0%<br>(N=0)       |
| Don't Know        | 0%<br>(N=0) | 4.4%<br>(N=1) | 13.0%<br>(N=3) | 39.1%<br>(N=9) | 26.1%<br>(N=6)  | 8.7%<br>(N=2)   | 4.4%<br>(N=1)  | 0%<br>(N=0)   | 4.4%<br>(N=1)     |

## Gender

Females were significantly more likely to indicate they were very dissatisfied than males in comparison to very satisfied or satisfied (100%, 75.5%, 70.6% respectively).

|                | Female          | Male            | Other         | Prefer not to say |
|----------------|-----------------|-----------------|---------------|-------------------|
| Very satisfied | 75.5%<br>(N=37) | 24.5%<br>(N=12) | 0.0%<br>(N=0) | 0.0%<br>(N=0)     |

|                   |                 |                |               |               |
|-------------------|-----------------|----------------|---------------|---------------|
| Satisfied         | 70.6%<br>(N=12) | 29.4%<br>(N=5) | 0.0%<br>(N=0) | 0.0%<br>(N=0) |
| Dissatisfied      | 50.0%<br>(N=1)  | 50.0%<br>(N=1) | 0.0%<br>(N=0) | 0.0%<br>(N=0) |
| Very Dissatisfied | 100.0%<br>(N=2) | 0.0%<br>(N=0)  | 0.0%<br>(N=0) | 0.0%<br>(N=0) |
| Don't Know        | 87.0%<br>(N=20) | 8.7%<br>(N=2)  | 0.0%<br>(N=0) | 4.4%<br>(N=1) |

### Q9. Please tell us why you attended Grantham on this occasion?

#### I asked to receive my care or treatment at Grantham Hospital

##### Working, carer or maternity status

A member of NHS staff was significantly more likely to indicate they asked to receive their care and treatment at Grantham Hospital than Gonerby Road Health Clinic, or Grantham Health Centre (4.2%, 0%, 0% respectively).

|                            | An individual resident | A carer        | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|----------------------------|------------------------|----------------|---|-----------------------|-------------------------------------|------------------------|
| Grantham Hospital          | 91.5%<br>(N=108)       | 7.6%<br>(N=9)  | 22.9%<br>(N=27)                                     | 4.2%<br>(N=5)         | 0.9%<br>(N=1)                       | 2.5%<br>(N=3)          |
| Gonerby Road Health Clinic | 94.7%<br>(N=18)        | 10.5%<br>(N=2) | 21.1%<br>(N=4)                                      | 0.0%<br>(N=0)         | 0.0%<br>(N=0)                       | 5.3%<br>(N=1)          |
| Grantham Health Centre     | 100.0%<br>(N=4)        | 25.0%<br>(N=1) | 25.0%<br>(N=1)                                      | 0.0%<br>(N=0)         | 0.0%<br>(N=1)                       | 0.0%<br>(N=0)          |

## Age

25-34 years olds were significantly more likely to indicate they asked to receive their care and treatment at Grantham Hospital than Gonerby Road Health Clinic, or Grantham Health Centre (9.2%, 0%, 0% respectively).

35-44 years olds were significantly more likely to indicate they asked to receive their care and treatment at Grantham Hospital than Grantham Health Centre (20.2%, 0% respectively).

55-64 years olds were significantly more likely to indicate they asked to receive their care and treatment at Grantham Hospital or Gonerby Road Health Clinic, than Grantham Health Centre (20.2%, 26.3%, 0% respectively).

75+ years olds were significantly more likely to indicate they asked to receive their care and treatment at Grantham Hospital in comparison to Grantham Health Centre (6.7%, 0% respectively).

|                            | Under 18      | 18-24         | 25-34          | 35-44           | 45-54           | 55-64           | 65-74           | 75+           | Prefer not to say |
|----------------------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|---------------|-------------------|
| Grantham Hospital          | 0.0%<br>(N=0) | 1.7%<br>(N=2) | 9.2%<br>(N=11) | 20.2%<br>(N=24) | 19.3%<br>(N=23) | 20.2%<br>(N=24) | 21.0%<br>(N=25) | 6.7%<br>(N=8) | 1.7%<br>(N=2)     |
| Gonerby Road Health Clinic | 0.0%<br>(N=0) | 5.3%<br>(N=1) | 0.0%<br>(N=0)  | 10.5%<br>(N=2)  | 26.3%<br>(N=5)  | 26.3%<br>(N=5)  | 26.3%<br>(N=5)  | 5.3%<br>(N=1) | 0.0%<br>(N=0)     |
| Grantham Health Centre     | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 0.0%<br>(N=0)  | 0.0%<br>(N=0)   | 50.0%<br>(N=2)  | 0.0%<br>(N=0)   | 50.0%<br>(N=2)  | 0.0%<br>(N=0) | 0.0%<br>(N=0)     |

## **It is the nearest location to where I live**

### Age

25-34 years olds were significantly more likely to indicate that Grantham Hospital was the nearest location to where they live in comparison to Gonerby Road Health Clinic and Grantham Health Centre (9.3%, 0%,0% respectively).

74+ years olds were significantly more likely to indicate that Grantham Hospital was the nearest location to where they live in comparison to Grantham Health Centre (5.4%, 0% respectively).

|                            | Under 18      | 18-24         | 25-34          | 35-44           | 45-54           | 55-64           | 65-74           | 75+            | Prefer not to say |
|----------------------------|---------------|---------------|----------------|-----------------|-----------------|-----------------|-----------------|----------------|-------------------|
| Grantham Hospital          | 0.5%<br>(N=1) | 1.0%<br>(N=2) | 9.3%<br>(N=19) | 22.6%<br>(N=46) | 21.6%<br>(N=44) | 18.6%<br>(N=38) | 19.6%<br>(N=40) | 5.4%<br>(N=11) | 1.5%<br>(N=3)     |
| Gonerby Road Health Clinic | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 0.0%<br>(N=0)  | 18.5%<br>(N=5)  | 25.9%<br>(N=7)  | 25.9%<br>(N=7)  | 25.9%<br>(N=7)  | 3.7%<br>(N=1)  | 0.0%<br>(N=0)     |
| Grantham Health Centre     | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 0.0%<br>(N=0)  | 25.0%<br>(N=2)  | 37.5%<br>(N=3)  | 12.5%<br>(N=1)  | 25.0%<br>(N=2)  | 0.0%<br>(N=1)  | 0.0%<br>(N=0)     |

## Grantham was the only option I was given

### Working, carer or maternity status

A parent or guardian of a child under 16 years old was significantly less likely to indicate that Grantham Health Centre was the only option they were given in comparison to Grantham Hospital and Gonerby Road Health Clinic (0%, 11.8%, 19.2% respectively).

A member of NHS was significantly more likely to indicate that Grantham Hospital was the only option they were given in comparison Gonerby Road Health Clinic and Grantham Health Centre (5.9%, 0%, 0% respectively).

|                   | An individual resident | A carer       | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|-------------------|------------------------|---------------|---|-----------------------|-------------------------------------|------------------------|
| Grantham Hospital | 85.9%<br>(N=73)        | 3.5%<br>(N=3) | 11.8%<br>(N=10)                                     | 5.9%<br>(N=5)         | 0.0%<br>(N=0)                       | 8.2%<br>(N=7)          |

|                            |                 |               |                |               |               |               |
|----------------------------|-----------------|---------------|----------------|---------------|---------------|---------------|
| Gonerby Road Health Clinic | 88.5%<br>(N=23) | 7.7%<br>(N=2) | 19.2%<br>(N=5) | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 3.9%<br>(N=1) |
| Grantham Health Centre     | 100.0%<br>(N=3) | 0.0%<br>(N=0) | 0.0%<br>(N=0)  | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 0.0%<br>(N=0) |

## Age

Respondents aged 25-34 years old was significantly more likely to indicate that Grantham Hospital was the only option they were given in comparison to Grantham Health Centre (8.1%, 0% respectively).

55-64 years olds and 65-74 years olds were significantly more likely to indicate that Grantham Hospital and Gonerby Road Health Clinic were the only option they were given in comparison to Grantham Health Centre (16.1%, 30.8%, 0% respectively).

77+ years olds were significantly more likely to indicate that Grantham Hospital was the only option they were given in comparison to Grantham Health Centre (10.3%, 0% respectively).

|                            | Under 18      | 18-24         | 25-34         | 35-44           | 45-54           | 55-64           | 65-74           | 75+            | Prefer not to say |
|----------------------------|---------------|---------------|---------------|-----------------|-----------------|-----------------|-----------------|----------------|-------------------|
| Grantham Hospital          | 0.0%<br>(n=0) | 3.5%<br>(n=3) | 8.1%<br>(n=7) | 14.9%<br>(n=13) | 21.8%<br>(n=19) | 16.1%<br>(n=14) | 21.8%<br>(n=19) | 10.3%<br>(n=9) | 3.5%<br>(n=3)     |
| Gonerby Road Health Clinic | 0.0%<br>(n=0) | 3.9%<br>(n=1) | 7.7%<br>(n=2) | 15.4%<br>(n=4)  | 19.2%<br>(n=5)  | 30.8%<br>(n=8)  | 15.4%<br>(n=4)  | 7.7%<br>(n=2)  | 0.0%<br>(n=0)     |
| Grantham Health Centre     | 0.0%<br>(n=0) | 0.0%<br>(n=0) | 0.0%<br>(n=0) | 33.3%<br>(n=1)  | 66.7%<br>(n=10) | 0.0%<br>(n=0)   | 0.0%<br>(n=0)   | 0.0%<br>(n=0)  | 0.0%<br>(n=0)     |

**Q11. Have you attended any hospitals other than Grantham for care or treatment in the last 12 months?**

Disability

Significantly more carers respondents with a disability, long-term illness or health condition indicated they had attended Pilgrim Hospital Boston in las 12 months in comparison to not attending another hospital (63.6%, 44,6% respectively).

|                               | Yes             | No              | Prefer not to say |
|-------------------------------|-----------------|-----------------|-------------------|
| No                            | 44.6%<br>(N=50) | 50.9%<br>(N=57) | 4.5%<br>(N=5)     |
| Yes - Pilgrim Hospital Boston | 63.6%<br>(N=28) | 34.1%<br>(N=15) | 2.3%<br>(N=1)     |
| Yes - Lincoln County Hospital | 57.8%<br>(N=67) | 39.7%<br>(N=46) | 2.6%<br>(N=3)     |

**Q12. Could you have attended a service in Grantham instead of the hospital that you went to?**

Working, carer or maternity status

Carers were significantly more likely to indicate they weren't given Grantham as an option or the service they needed was not available in Grantham in comparison to they asked to go to another hospital or their GP/clinician referred them to another hospital (11.5%, 7.1%, 0%, 0% respectively).

|   | An individual resident | A carer       | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|---|------------------------|---------------|---|-----------------------|-------------------------------------|------------------------|
| Yes – But I asked to go to the other hospital | 90.9%<br>(N=10)        | 0.0%<br>(N=0) | 9.1%<br>(N=1)                                       | 9.1%<br>(N=1)         | 0.0%<br>(N=0)                       | 0.0%<br>(N=0)          |

|  |                 |                |                 |               |               |               |
|--|-----------------|----------------|-----------------|---------------|---------------|---------------|
| Yes – But my GP/clinician referred me to the other hospital    | 80.0%<br>(N=8)  | 0.0%<br>(N=0)  | 20.0%<br>(N=2)  | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 10.0%<br>1    |
| No, the service I needed is not available at Grantham Hospital | 85.9%<br>(N=73) | 7.1%<br>(N=6)  | 21.2%<br>(N=18) | 5.9%<br>(N=5) | 0.0%<br>(N=0) | 3.5%<br>(N=3) |
| I wasn't given Grantham as an option                           | 86.9%<br>(N=53) | 11.5%<br>(N=7) | 9.8%<br>(N=6)   | 4.9%<br>(N=3) | 1.6%<br>(N=1) | 4.9%<br>(N=3) |

### Age

Respondents aged between 25-34 years old were significantly more likely to indicate that the service they needed was not available at Grantham in comparison to I asked to go to another hospital, their GP/clinician referred them to another hospital, or they weren't given Grantham as an option (9.5%, 0%, 0%, 0% respectively).

Respondents aged between 35-44 years old indicated that they were significantly more likely to need a service not available in Grantham in comparison to I wasn't given Grantham as an option (22.6%, 9.7% respectively).

|   | Under 18      | 18-24         | 25-34         | 35-44          | 45-54          | 55-64          | 65-74          | 75+            | Prefer not to say |
|---|---------------|---------------|---------------|----------------|----------------|----------------|----------------|----------------|-------------------|
| Yes – But I asked to go to the other hospital | 0.0%<br>(N=0) | 9.1%<br>(N=1) | 0.0%<br>(N=0) | 27.3%<br>(N=3) | 9.1%<br>(N=1)  | 27.3%<br>(N=3) | 9.1%<br>(N=1)  | 18.2%<br>(N=2) | 0.0%<br>(N=0)     |
| Yes – But my                                  | 9.1%<br>(N=1) | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 9.1%<br>(N=1)  | 18.2%<br>(N=2) | 36.4%<br>(N=4) | 18.2%<br>(N=2) | 9.1%<br>(N=1)  | 0.0%<br>(N=0)     |



|  |               |               |               |                 |                 |                 |                 |               |               |
|--|---------------|---------------|---------------|-----------------|-----------------|-----------------|-----------------|---------------|---------------|
| GP/clinician referred me to the other hospital                 |               |               |               |                 |                 |                 |                 |               |               |
| No, the service I needed is not available at Grantham hospital | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 9.5%<br>(N=8) | 22.6%<br>(N=19) | 17.9%<br>(N=15) | 23.8%<br>(N=20) | 19.1%<br>(N=16) | 4.8%<br>(N=4) | 2.4%<br>(N=2) |
| I wasn't given Grantham as an option                           | 0.0%<br>(N=0) | 1.6%<br>(N=1) | 0.0%<br>(N=0) | 9.7%<br>(N=6)   | 24.2%<br>(N=15) | 25.8%<br>(N=16) | 29.0%<br>(N=18) | 9.7%<br>(N=6) | 0.0%<br>(N=0) |

**Q14. As a result of these temporary changes at Grantham Hospital due to COVID-19, has the care or treatment you would usually receive changed?**

Working, carer or maternity status

Significantly more carers indicated that their care or treatment had changed a great deal in comparison to not at all or don't know (14%, 3.3%, 1.3% respectively).

|              | An individual resident | A carer       | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|--------------|------------------------|---------------|---|-----------------------|-------------------------------------|------------------------|
| A great deal | 89.5%<br>(N= 51)       | 14%<br>(N=8)  | 14.0%<br>(N=8)                                      | 5.3%<br>(N=3)         | 0.0%<br>(N=0)                       | 0.0%<br>(N=0)          |
| Quite a bit  | 90.9%<br>(N=50)        | 7.3%<br>(N=4) | 21.8%<br>(N=12)                                     | 5.5%<br>(N=3)         | 1.8%<br>(N=1)                       | 1.8%<br>(N=1)          |
| Very little  | 80%<br>(N=32)          | 5%<br>(N=2)   | 17.5%<br>(N=7)                                      | 0.0%<br>(N=0)         | 0.0%<br>(N=0)                       | 7.5%<br>(N=3)          |
| Not at all   | 90.2%<br>(N=55)        | 3.3%<br>(N=2) | 13.1%<br>(N=8)                                      | 6.6%<br>(N=4)         | 0.0%<br>(N=0)                       | 4.9%<br>(N=3)          |

|            |                 |               |                 |               |               |               |
|------------|-----------------|---------------|-----------------|---------------|---------------|---------------|
| Don't know | 89.9%<br>(N=71) | 1.3%<br>(N=1) | 19.0%<br>(N=15) | 2.5%<br>(N=2) | 0.0%<br>(N=0) | 3.8%<br>(N=3) |
|------------|-----------------|---------------|-----------------|---------------|---------------|---------------|

### Age

55-64 years olds were significantly more likely to indicate their care had changed a great deal, very little in comparison to not at all (35.7%, 25%, 9.5% respectively).

|              | Under 18      | 18-24         | 25-34         | 35-44           | 45-54           | 55-64           | 65-74           | 75+            | Prefer not to say |
|--------------|---------------|---------------|---------------|-----------------|-----------------|-----------------|-----------------|----------------|-------------------|
| A great deal | 0.0%<br>(N=0) | 1.8%<br>(N=1) | 3.6%<br>(N=2) | 14.3%<br>(N=8)  | 12.5%<br>(N=7)  | 35.7%<br>(N=20) | 26.8%<br>(N=15) | 3.6%<br>(N=2)  | 1.8%<br>(N=1)     |
| Quite a bit  | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 7.3%<br>(N=4) | 20.0%<br>(N=11) | 21.8%<br>(N=12) | 21.8%<br>(N=12) | 23.6%<br>(N=13) | 5.5%<br>(N=3)  | 0.0%<br>(N=0)     |
| Very little  | 2.5%<br>(N=1) | 2.5%<br>(N=1) | 7.5%<br>(N=3) | 25.0%<br>(N=10) | 15.0%<br>(N=6)  | 25.0%<br>(N=10) | 7.5%<br>(N=3)   | 12.5%<br>(N=5) | 2.5%<br>(N=1)     |
| Not at all   | 0.0%<br>(N=0) | 1.6%<br>(N=1) | 7.9%<br>(N=5) | 17.5%<br>(N=11) | 28.6%<br>(N=18) | 9.5%<br>(N=6)   | 25.4%<br>(N=16) | 7.9%<br>(N=5)  | 1.6%<br>(N=1)     |
| Don't know   | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 7.4%<br>(N=6) | 21.0%<br>(N=17) | 23.5%<br>(N=19) | 19.8%<br>(N=16) | 18.5%<br>(N=15) | 7.4%<br>(N=6)  | 2.5%<br>(N=2)     |

### **Q15. If your care or treatment has changed, please tell us why you think this**

#### Working, carer or maternity status

Significantly more carers indicated their service had moved to another location in comparison to they decided not to access care and treatment during the COVID-19 pandemic (9.2%, 0% respectively).

|  | An individual resident | A carer        | A parent or guardian of a child under the age of 16 | A member of NHS staff | A representative of an organisation | Other (please specify) |
|--|------------------------|----------------|---|-----------------------|-------------------------------------|------------------------|
| The service I needed was moved to another location                         | 89.1%<br>(N=106)       | 9.2%<br>(N=11) | 17.7%<br>(N=21)                                     | 4.2%<br>(N=5)         | 0.0%<br>(N=0)                       | 0.0%<br>(N=0)          |
| I decided not to access my care and treatment during the COVID-19 pandemic | 77.8%<br>(N=7)         | 0.0%<br>(N=0)  | 22.2%<br>(N=2)                                      | 0.0%<br>(N=0)         | 0.0%<br>(N=0)                       | 1.8%<br>(N=1)          |
| I did not need care or treatment during this time                          | 89.7%<br>(N=70)        | 2.6%<br>(N=2)  | 21.8%<br>(N=17)                                     | 3.9%<br>(N=3)         | 0.0%<br>(N=0)                       | 4.9%<br>(N=3)          |

## Age

Significantly more 25-34 years olds indicated their service had moved to another location or that they did not need care or treatment during this time in comparison to they decided not to access care and treatment during the COVID-19 pandemic (3.4%, 13.8%, 0% respectively).

|                                   | Under 18      | 18-24         | 25-34         | 35-44           | 45-54         | 55-64           | 65-74           | 75+           | Prefer not to say |
|-----------------------------------|---------------|---------------|---------------|-----------------|---------------|-----------------|-----------------|---------------|-------------------|
| The service I needed was moved to | 0.8%<br>(N=1) | 1.7%<br>(N=2) | 3.4%<br>(N=4) | 20.2%<br>(N=24) | 21%<br>(N=25) | 25.2%<br>(N=30) | 21.9%<br>(N=26) | 5.0%<br>(N=6) | 0.8%<br>(N=1)     |

|  |               |               |                 |                 |                 |                 |                 |               |               |
|--|---------------|---------------|-----------------|-----------------|-----------------|-----------------|-----------------|---------------|---------------|
| another location   |               |               |                 |                 |                 |                 |                 |               |               |
| I decided not to access my care and treatment during the COVID-19 pandemic | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 0.0%<br>(N=0)   | 22.2%<br>(N=2)  | 11.1%<br>(N=1)  | 44.4%<br>(N=4)  | 22.2%<br>(N=2)  | 0.0%<br>(N=0) | 0.0%<br>(N=0) |
| I did not need care or treatment during this time                          | 0.0%<br>(N=0) | 0.0%<br>(N=0) | 13.8%<br>(N=11) | 23.8%<br>(N=19) | 17.5%<br>(N=14) | 17.5%<br>(N=14) | 16.3%<br>(N=13) | 7.5%<br>(N=6) | 3.8%<br>(N=3) |

### Disability

Significantly more respondents with a disability, long-term illness or health condition decided not to access care and treatment during the COVID-19 pandemic in comparison to their service was moved to another location or that they did not need care or treatment during this time (88.9%, 53.8%, 46.3% respectively).

|  | Yes             | No              | Prefer not to say |
|--|-----------------|-----------------|-------------------|
| The service I needed was moved to another location                         | 53.8%<br>(N=64) | 42.9%<br>(N=51) | 3.4%<br>(N=4)     |
| I decided not to access my care and treatment during the COVID-19 pandemic | 88.9%<br>(N=8)  | 0.0%<br>(N=0)   | 11.1%<br>(N=1)    |
| I did not need care or treatment during this time                          | 46.3%<br>(N=37) | 50%<br>(N=40)   | 3.8%<br>(N=3)     |

## Appendix 4 – Demographics

| Postcode  | % of responses | Number of responses | Postcode  | % of responses | Number of responses |
|---|----------------|---------------------|---|----------------|---------------------|
| DN21  | 0.2            | 1                   | NG23  | 0.8            | 4                   |
| LE13  | 0.1            | 1                   | NG24  | 0.6            | 3                   |
| LN1   | 0.6            | 3                   | NG31  | 62.8           | 311                 |
| LN2   | 8.4            | 8                   | NG32  | 11.7           | 58                  |
| LN3   | 0.2            | 1                   | NG33  | 5.1            | 25                  |
| LN4   | 0.8            | 4                   | NG34  | 6.9            | 34                  |
| LN5   | 1.0            | 5                   | NW1   | 0.2            | 1                   |
| LN6   | 0.6            | 3                   | PE11  | 0.6            | 3                   |
| LN8   | 0.2            | 1                   | PE12  | 0.4            | 2                   |
| LN9   | 0.2            | 1                   | PE20  | 0.4            | 2                   |
| LN10  | 0.4            | 2                   | PE21  | 1.0            | 5                   |
| LN13  | 0.4            | 1                   | PE22  | 0.4            | 2                   |
| NG13  | 8.4            | 8                   | PE23  | 0.4            | 2                   |
| NG18  | 0.2            | 1                   | PE25  | 0.6            | 3                   |
| Age   | % of responses | Number of responses | Age   | % of responses | Number of responses |
| Under 18  | 0.49%          | 2                   | 55-64   | 21.41%         | 88                  |
| 18-24   | 1.22%          | 5                   | 65-74   | 22.14%         | 91                  |
| 25-34   | 7.30%          | 30                  | 75+   | 6.81%          | 28                  |
| 35-44   | 16.79%         | 69                  | Prefer not to say   | 1.46%          | 6                   |
| 45-54   | 22.38%         | 92                  |   |                |                     |
| Gender  | % of responses | Number of responses | Gender  | % of responses | Number of responses |
| Female  | 82.73%         | 340                 | Other   | 0.24%          | 1                   |
| Male  | 15.33%         | 63                  | Prefer not to say   | 1.70%          | 7                   |
| Transgender   | 0.00%          | 0                   | Other (please specify)  | 0.00%          | 0                   |
| Is your gender the same as when you were born?                  | % of responses | Number of responses | Is your gender the same as when you were born?                  | % of responses | Number of responses |
| Yes   | 97.80%         | 401                 | Prefer not to say   | 1.71%          | 7                   |
| No  | 0.49%          | 2                   |   |                |                     |
| Are you currently pregnant or have given birth I the last year? | % of responses | Number of responses | Are you currently pregnant or have given birth I the last year? | % of responses | Number of responses |
| Yes   | 2.68%          | 11                  | Does not apply  | 8.27%          | 34                  |
| No  | 88.56%         | 364                 | Prefer not to say   | 0.49%          | 2                   |
| Disability, health condition or long-term illness               | % responses    | Number of responses | Disability, health condition or long-term illness               | % responses    | Number of responses |
| Yes   | 47.07%         | 193                 | Prefer not to say   | 3.66%          | 15                  |
| No  | 49.27%         | 202                 |   |                |                     |

| Ethnicity                        | % responses | Number responses    | Ethnicity                   | % responses | Number responses    |
|----------------------------------|-------------|---------------------|-----------------------------|-------------|---------------------|
| Arab                             | 0.00%       | 0                   | Mixed race: Asian and white | 0.24%       | 1                   |
| Asian/British Asian: Bangladeshi | 0.00%       | 0                   | Mixed race: black and Asian | 0.00%       | 0                   |
| Asian/British Asian: Chinese     | 0.00%       | 0                   | Mixed race: other           | 0.24%       | 1                   |
| Asian/British Asian: Indian      | 0.73%       | 3                   | Traveller: Gypsy or Roma    | 0.24%       | 1                   |
| Asian/British Asian: Pakistani   | 0.00%       | 0                   | Traveller: Irish            | 0.00%       | 0                   |
| Asian/British Asian: Other       | 0.24%       | 1                   | White: British              | 92.91%      | 380                 |
| Black/British black: African     | 0.00%       | 0                   | White: Irish                | 0.73%       | 3                   |
| Black/British black: Caribbean   | 0.00%       | 0                   | White: European             | 1.96%       | 8                   |
| Black/British black: other       | 0.00%       | 0                   | Prefer not to say           | 1.71%       | 7                   |
| Mixed race: black and white      | 0.24%       | 1                   | Other (please specify)      | 0.73%       | 3                   |
| Sexuality                        | % responses | Number of responses | Sexuality                   | % responses | Number of responses |
| Asexual                          | 2.24%       | 9                   | Heterosexual or straight    | 85.82%      | 345                 |
| Bisexual                         | 2.49%       | 10                  | Prefer not to say           | 7.71%       | 31                  |
| Gay or lesbian                   | 1.49%       | 6                   | Other (please specify)      | 0.25%       | 1                   |
| Religion                         | % responses | Number of responses | Religion                    | % responses | Number of responses |
| Buddhist                         | 0.25%       | 1                   | Sikh                        | 0.49%       | 2                   |
| Christian                        | 63.55%      | 258                 | Other religion              | 2.46%       | 10                  |
| Hindu                            | 0.74%       | 3                   | no religion                 | 27.09%      | 110                 |
| Jewish                           | 0.00%       | 0                   | prefer not to say           | 5.42%       | 22                  |
| Muslim                           | 0.00%       | 0                   |                             |             |                     |

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