



What would you like to hear about from your local Integrated Care System survey results

Survey duration: 4 July – 1 August

Total responses received: 111



What would you like to hear about from your local Integrated Care System Survey

ICS's bring NHS, social care, local authority and other sectors closer together for the benefit of the local communities they serve.

Frimley Health and Care ICS covers Bracknell Forest, North East Hampshire and Farnham, Windsor, Ascot, Maidenhead, Slough and Surrey Heath with a patient population of approximately 800, 000.

We ran this survey to better understand from our residents how much they know about the Frimley ICS, how they would like to hear from us and what information they would like to know.

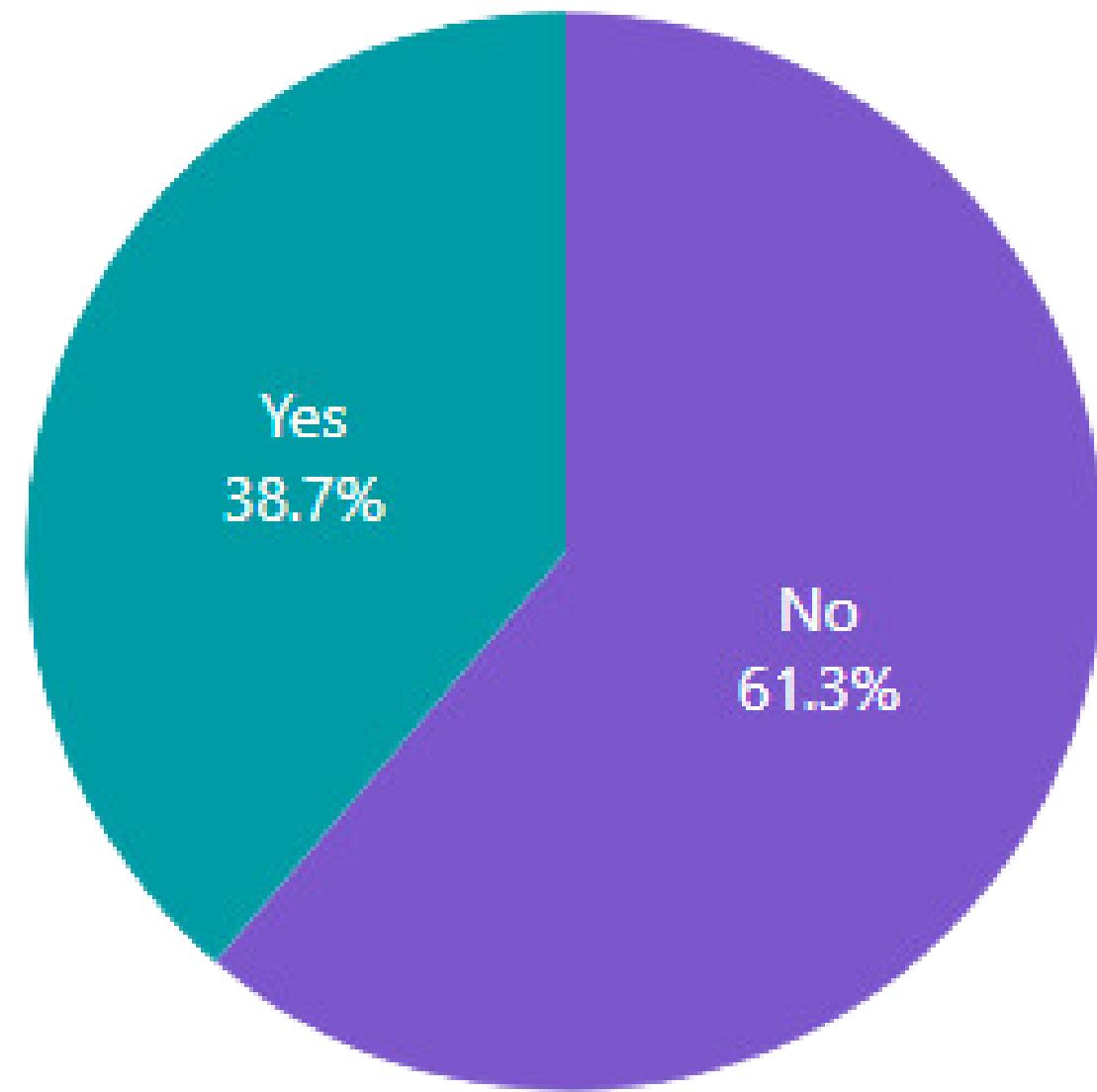
The survey asked about awareness of our social media channels and websites as well as preference on different forms of communication.

The results will be shared with the communications and engagement team to help impact future communications.

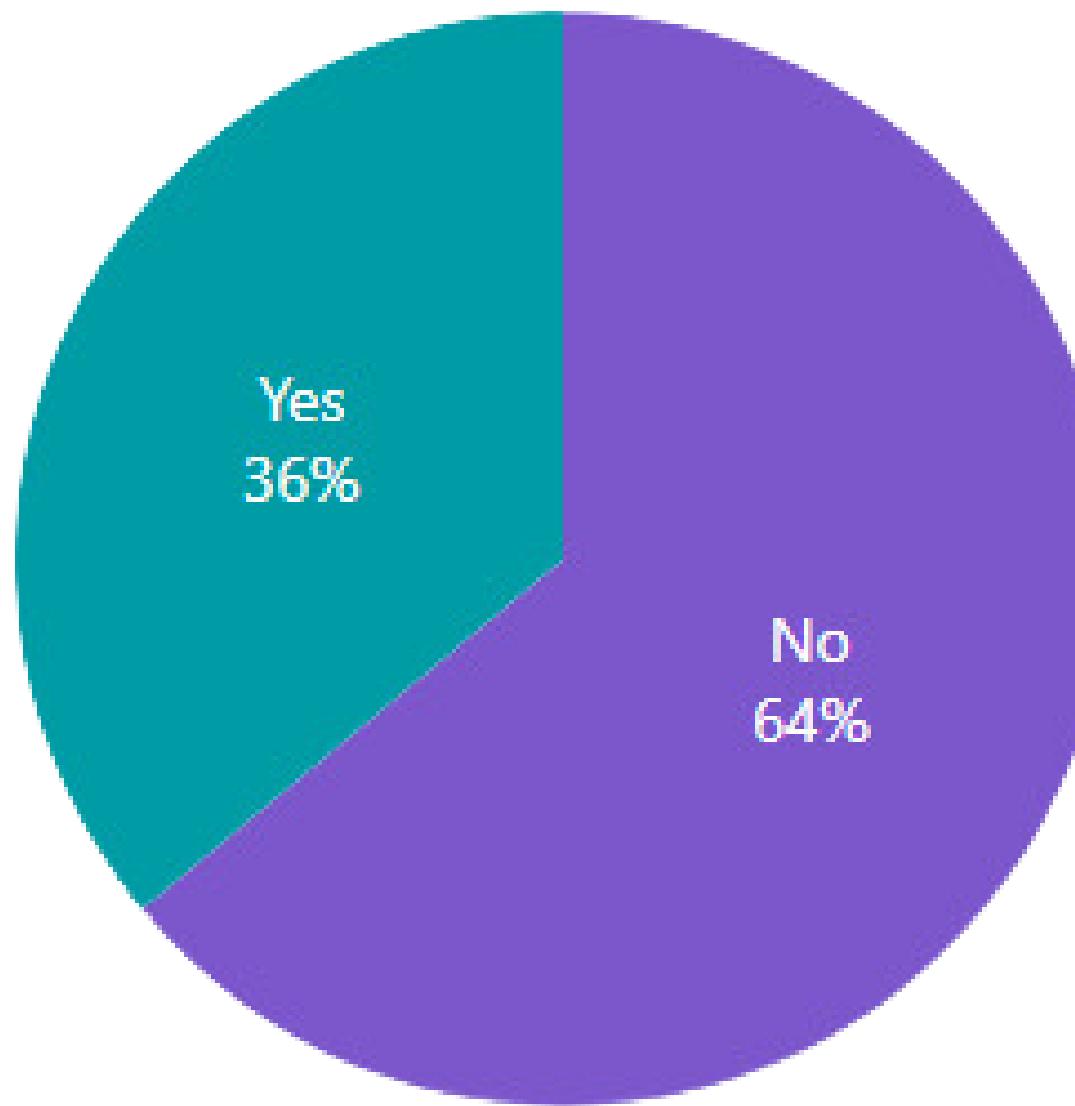


What would you like to hear about from your local Integrated Care System - survey results summary

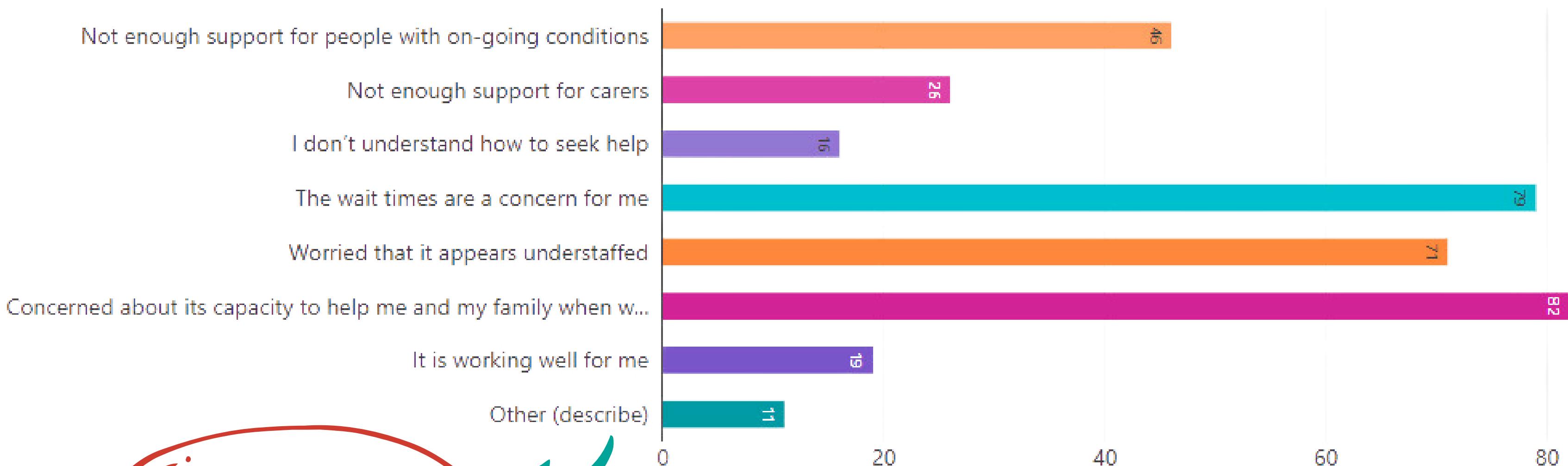
Do you understand the role of the Frimley ICS?



Did you know health and social care are working more closely together to improve local services?



Do you have any fears or concerns about the local NHS services, select all that apply:



• My medical data being accessed by third parties without my consent.

• Inadequate provision for children with special needs.

• GPs not fulfilling role of holistic, whole patient, care.

• Not enough is being done to prevent long term conditions. You need to invest more in this.

• In some areas, there is a lack of joined up care between services.

• Trouble contacting a GP, find the apps very confusing as require such complicated sign on's.

If you selected 'It is working well for me' as an option to the previous questions, please tell us more:

• I've been to Wexham Park, Heatherwood and King Edward hospitals and have received excellent care at all three.

• Recent diagnostics experience – there was a wait of a few weeks but our experience with my daughter was great, the staff were amazing.

• I have been very fortunate to receive care from Frimley Park hospital when I have needed it.

• My GP surgery Magnolia House) is excellent. I have had great experiences with Frimley and Heatherwood for cataract surgery over past 3 years.

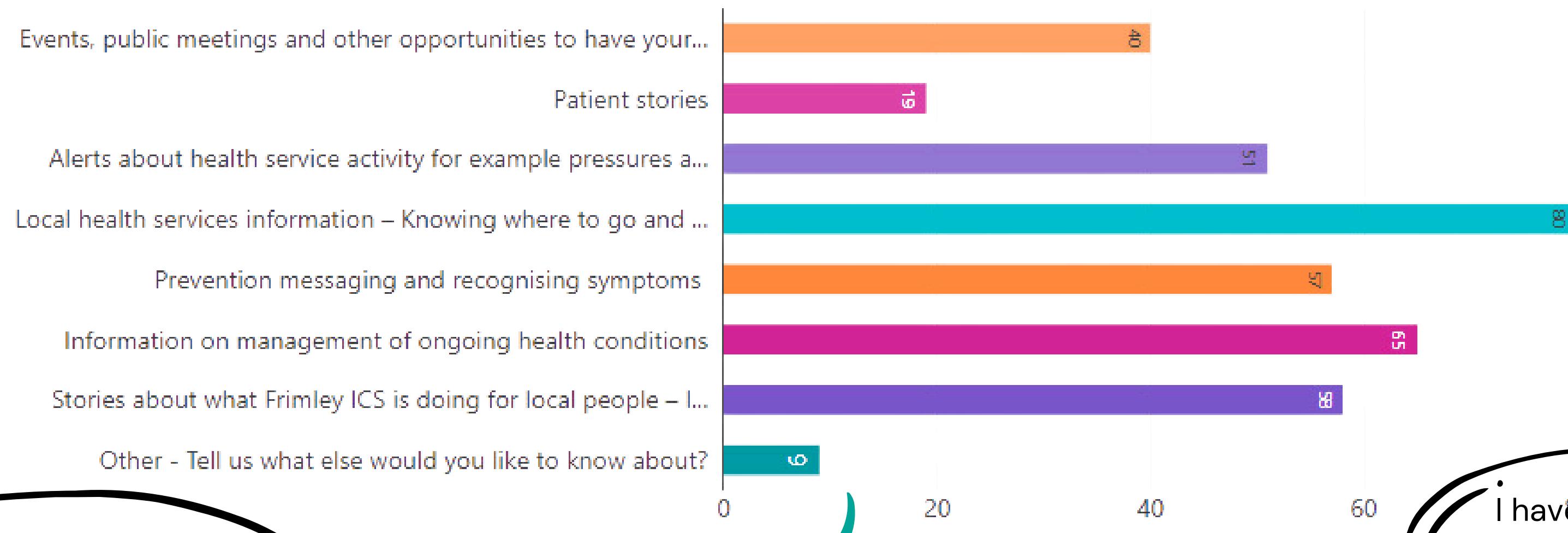
• I get stellar service from my local GP surgery (Holyport).

• I don't have any need for social care services and whenever I have used health services they generally deliver a service in a quick and satisfactory way.

• Was poorly for 2 months with a virus, utilised gp, a&e and out of hours services & 111, all were amazingly and no long waits. Fabulous – thank you so much.

• Always feel well attended too. An occasional appointment postponement due to understandable higher priority cases.

An important part of our role is sharing trusted health and care information with you. What would you like to know/what do you find most helpful tick all that apply?



• Knowing where services are for specific conditions when current facilities do not help or support current health conditions.

• How the integration will benefit me.

• Waiting times for services like physio and orthotics.

• Not so many symptom alert type messages as it's not good for people with health anxiety.

• More information about local community groups and activities e.g mental health and volunteer opportunities.

• I haven't heard of any pop up screening centres in my area.



We have a range of websites providing local health and care information. Which of the below are you aware of?

1



Healthier Together

Local advice and support to help manage and improve the health and wellbeing of babies, children, and young people

ASCOT | BRACKNELL | FARNHAM | MAIDENHEAD | NORTH EAST HAMPSHIRE | SLOUGH | SURREY HEATH | WINDSOR

20

2

Frimley Health and Care



3

Maternity at Frimley Health and Care



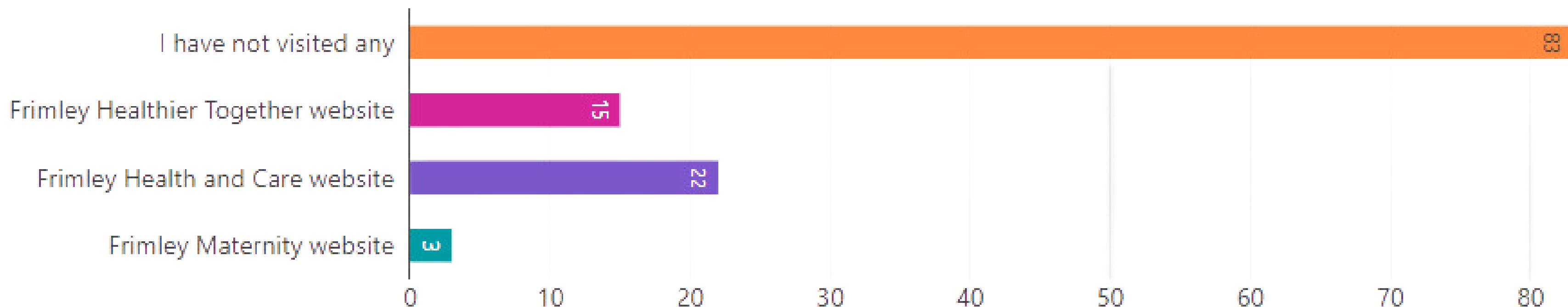
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None of the above

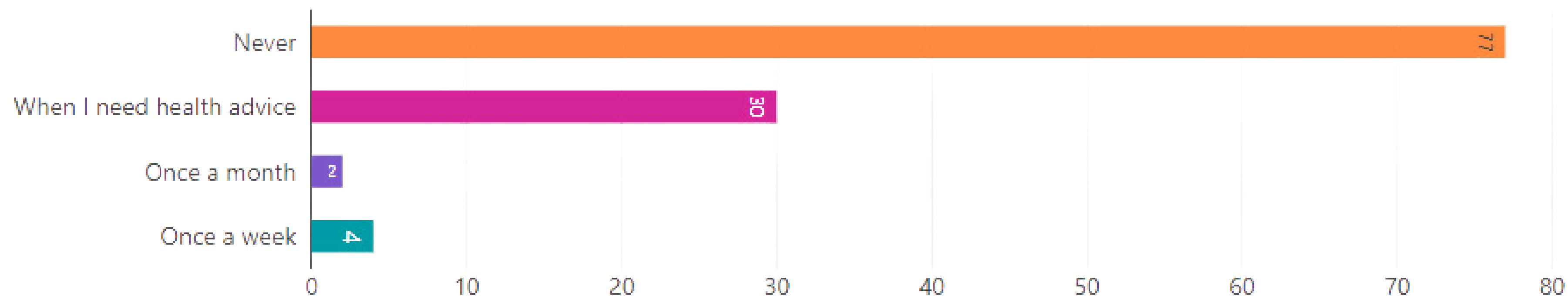
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Have you visited any of our websites – please tick all that apply



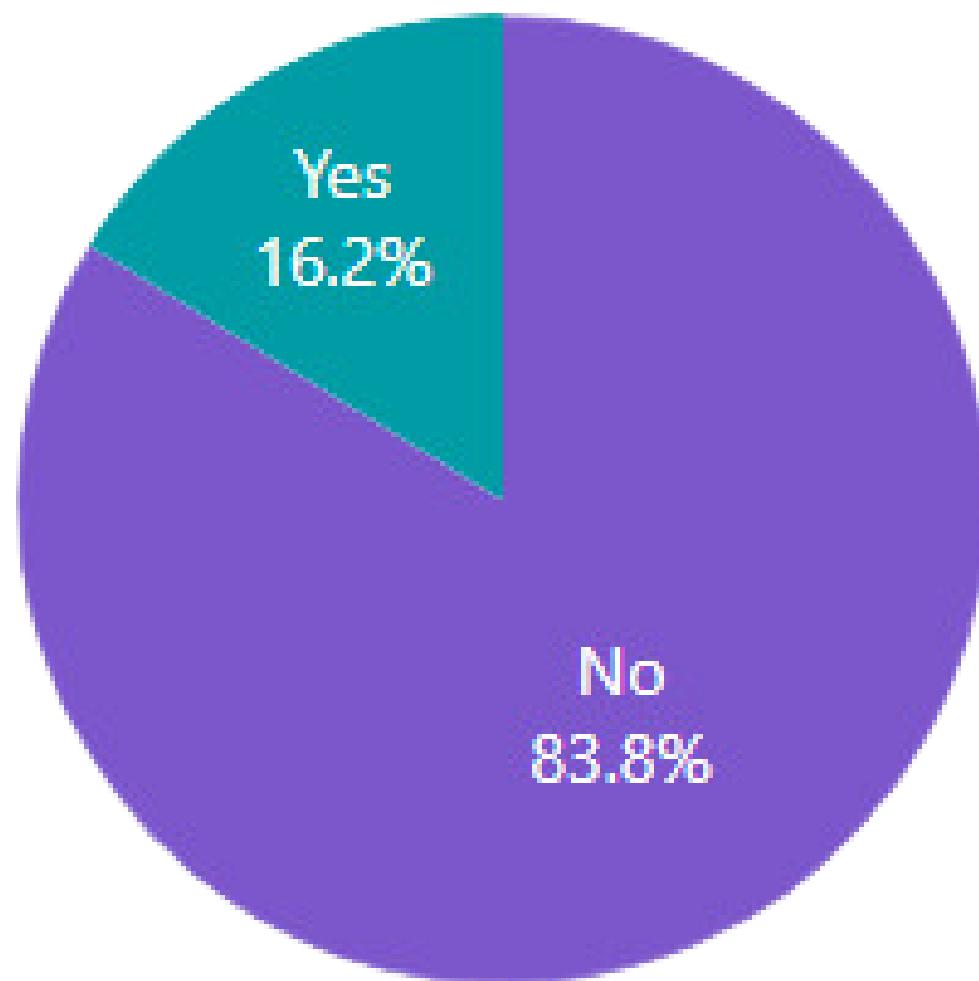
How frequently do you visit?



What were you looking for?

- Results of tests and investigations
- General advice
- Advice on my condition
- Children's symptoms checker
- Waiting times
- Cancer treatments
- Services offered by the website
- Contact details for a hospital department
- My appointments
- Find out how integrated services work and how to get involved
- Mental health support
- Ward locations
- Where I would have a baby if IVF is successful
- Information about the new hospital
- My health records and recent messages
- Ordering repeat prescriptions
- Just looking

Did you know we regularly post news articles about our local health services, educational pieces on health conditions, health service improvement, integration stories and opportunities to get involved on our ICS website?



If you are just finding out about our website will you now visit?



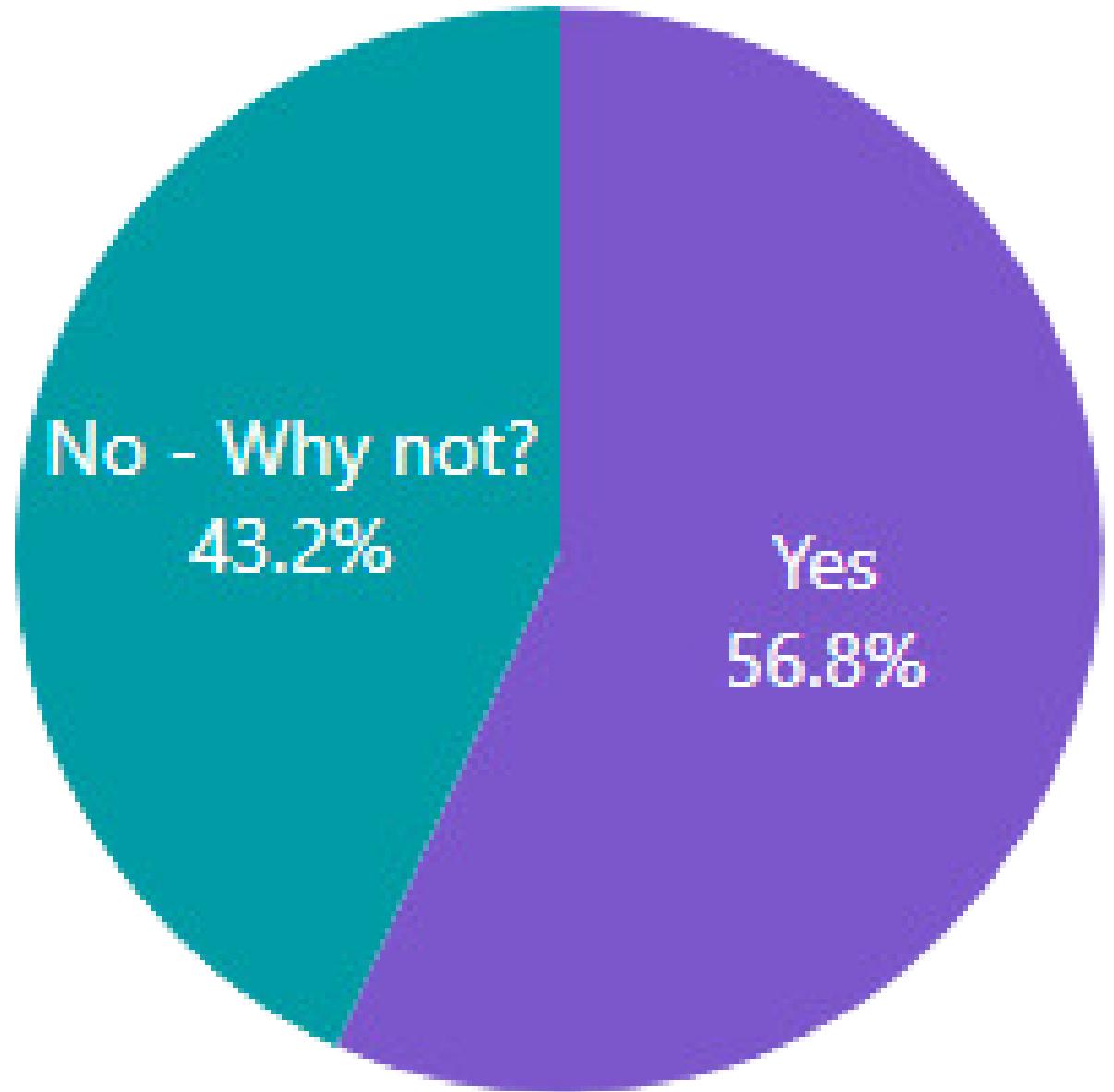
Do you follow any of our social media channels, select all that apply?



If you are just finding out about our channels,
will you now follow them?

Why not?

Inundated with people wanting me to
look at their social media all the time.



Don't use social media

**Will seek information
as and when I need it**

**Find mobile phones and
apps difficult to negotiate**

Facebook is sufficient for my needs

I'll have a look then decide

Only use Nextdoor

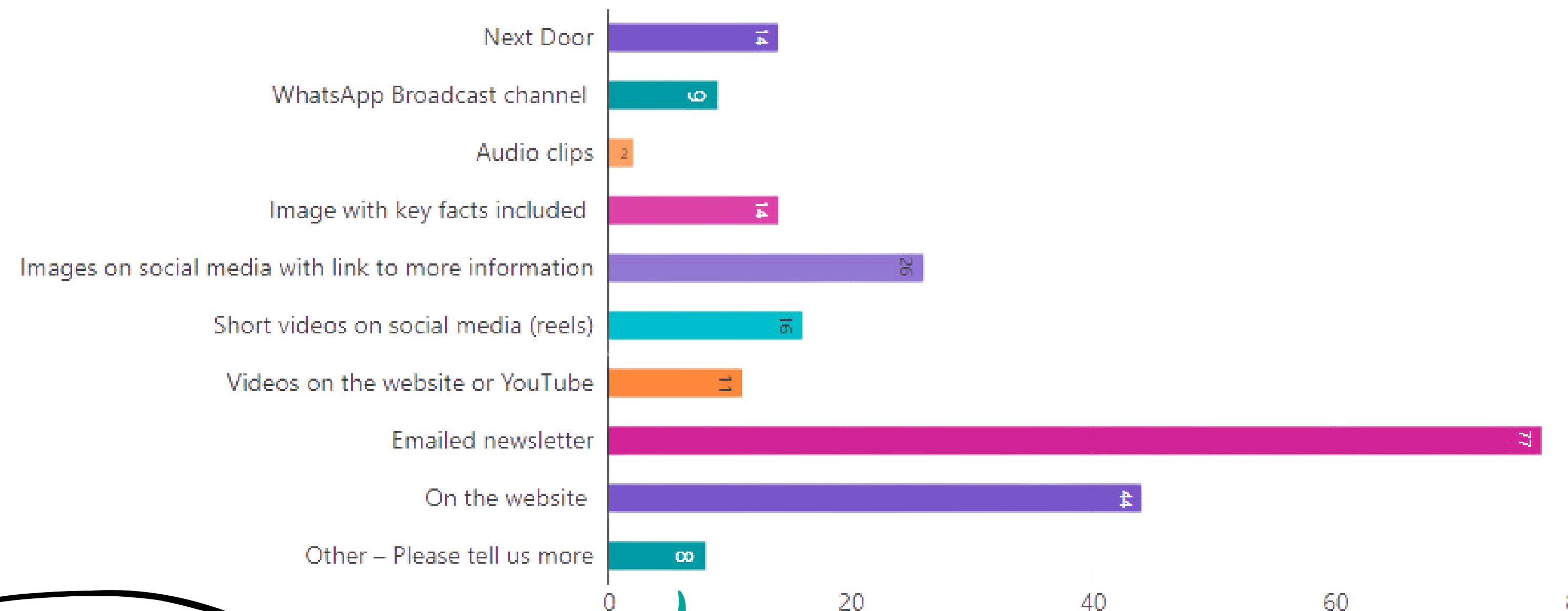
May use YouTube now I know it is there

Prefer to logon to my Frimley Health personal record

I follow your LinkedIn instead

Would rather just have all information on one channel

How would you prefer us to communicate local health and care service information and patient stories?



Physical public advertising
- posters or presence at
community events

Physical magazines

At the GP
surgery

Printed newsletter

Information in council
newsletters

Please find all our social media channels and websites below:

Frimley Health and Care



[FrimleyHealthandCare](#)



[frimleyhealthandcareics](#)



[FrimleyHC](#)

Websites



www.frimleyhealthandcare.org.uk



www.frimleyhealthandcare.org.uk/maternity



[FrimleyHealthierTogether](#)



[frimley.healthiertogether](#)

Online Community Panel

The Frimley Health and Care Online Community Panel is one way of ensuring local people and communities are at the heart of our decision making.



Share your views

- Tell us what you think about local health and care services
- Help us test our assumptions
- Share your ideas for improvements
- Tell us what works and what doesn't



Stay informed

- Keep up to date with local health and care news
- Learn more about local services
- Feel informed to share important news with friends and family



On your terms

- Share your views at a time that suits you
- We'll only contact you via email
- Choose to get further involved if you'd like to
- Unsubscribe at any time

We are actively recruiting to the panel - scan the QR code or visit the website to register. Please share this opportunity with colleagues, friends and family.

<https://secure.membra.co.uk/Join/FrimleyPanel>

