

Changes to hospital stroke services



Questionnaire

14 August - 22nd September 2017



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Introduction



The NHS Walsall Clinical Commissioning Group (CCG) is responsible for buying health services for people in Walsall.



We are looking at how we can improve the services for people who have had a stroke in Walsall.



This report explains:

- More about stroke
- How we want to change the way we work to provide the best for people who have had a stroke



We also want to know what you think about our plans.

Please read this report and answer the questions which start on page 13.

Stroke



A **stroke** is where part of someone's brain does not get enough blood.

Their face may drop on one side.



They may not be able to lift their arms.

They may not be able to speak - or their speech may be blurry.



You must dial 999 straight away. It is important to act fast.



A mini stroke

Some people have a mini stroke.

They will usually fully recover.

People who have had one mini stroke are more likely to have a full stroke.

Stroke services in Walsall



Currently about 400 people in Walsall suffer from a stroke each year.

Strokes are an emergency. It is very important that people get excellent hospital treatment in the first 72 hours.



After that most people are able to recover at home with the support of a community health service.



In Walsall currently people will go to either Manor Hospital or The Royal Wolverhampton Hospital Trust.



Some patients have to move from one hospital to the other if they need specialist treatment.



Some patients stay in hospital longer than they need to because the support may not be available in the community.

Treatment for stroke



There have been improvements to the treatment of stroke recently.

Many people make a good recovery if they get the right treatment quickly.

Stroke services



If you think you have had a stroke you need to get help straight away.

We can help people best if:



- They get emergency help in a specialist stroke unit in the first 3 days



- They get help to recover afterwards near to where they live

Emergency help



We want to give people emergency help in the first 3 days.

This will include:

- Scans
- Special drugs
- Maybe surgery to get rid of a blood clot



This is best in specialist centre with staff who understand the issues.



These specialist centres don't need to be near to where people live - but they do need to have the best staff who have been trained to work with stroke patients.

Recovery

After the first three days patients need time to recover.

It can take time to start talking again and using arms and legs.

It is important that this is near to home so that family and friends can visit.



Some issues for stroke services



We have been talking to patients, staff and other people about how we should change the services.

The main issues were:



Travel time

People were worried about the extra travelling for relatives going to visit people in hospital



Ambulance travel time

People suffering from stroke may have longer in an ambulance.



But having the specialist stroke staff in one place is best, even if it takes a little longer to get there.

The effect on other services



Some people were worried that if stroke services moved away from certain hospitals, other services might suffer.



We will make sure that changes to stroke services will not affect other services.



Communication

In the past the different hospital staff have not always been good at passing on information.



This will improve with the specialist team in one hospital.

Our plans



We would change it so that everyone who suffers a stroke would go to New Cross Hospital in Wolverhampton.



They would become a centre of excellence for stroke treatment.



People would then recover nearer to home, either at Manor Hospital or at home with support from a community health team.



We will also be working with local Walsall staff to improve the service for people who are recovering from a stroke in the community.

What do you think?



Please tell us what you think by answering these questions.

Question 1: Do you agree or disagree with this?
“If I have a stroke, I don’t mind where I get my treatment, so long as it is very good treatment.”



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?



Question 2: Do you agree or disagree with this?
“If I have a stroke, I don’t mind where I recover so long as it is good care”.



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?



Question 3: Do you agree or disagree that our plans would help people get the right treatment straight away?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?



Question 4: Do you agree or disagree that our plans would help people get the right care as they recover from a stroke?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?



Question 5: Do you agree or disagree that our plans would be fair to everyone in Walsall?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?



Question 6: Do you agree or disagree that our plans would be safe for all patients in Walsall?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?

Question 7: is there anything else you want to say?





Question 8: Do you agree or disagree with the way you have been consulted about this plan?



Agree strongly



Agree



Not sure



Disagree



Strongly disagree



I don't want to say

Why do you think this?

Question 9: Is there anything you want to say about how the consultation has been run?



About you



Please answer these questions. Your answers will help us to make sure that we are getting the views from all the different communities in Walsall.

Question 10: Are you answering these questions on behalf of an organisation?



Yes

No

If you ticked 'Yes' what is the name of the organisation?

Question 11: What is the first part of your postcode?



Question 12: Are you...



Male

Female

Transgender

I prefer not to say



Question 13: If you are female, are you pregnant or have you given birth in the last year?

- Yes No
 I prefer not to say



Question 14: How old are you?

- Under 16 16 - 24
 25 - 34 35 - 59
 60 - 74 Over 74
 I prefer not to say

Question 15: What is your ethnic group?

White

- British Irish
 Gypsy or Irish Traveller
 Any other white background - please say



Mixed race



- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed race background - please say

Asian



- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background - please say

Black



- African
- Caribbean
- Any other Black background - please say



Any other ethnic group

- Arab
- Any other ethnic group - please say



Question 16: Do you look after, or support any family members, friends or neighbours because...

- They are disabled?
- They are very old?
- I'd prefer not to say
- No
- Other - please say





Question 17: Are your day-to-day activities limited because of any of these health conditions?

- Poor vision
- Poor hearing
- Difficulty in walking or climbing stairs
- Using your arms and hands
- Learning disability
- Difficulty with remembering things
- Getting very tired all the time
- Autism, Attention deficit disorder or Asperger's
- No
- I prefer not to say
- Another condition or illness - please say



Question 18: Are you...

- Bisexual - attracted to both men and women
- Heterosexual or straight- attracted to people of the opposite sex
- Gay - attracted to people of the same sex
- Lesbian - women who are attracted to women
- I prefer not to say
- Other - please say



Question 19: Are you...

- Single
- Married
- Living together
- Separated
- Divorced
- Widowed
- I prefer not to say
- Another type of relationship - please say

Question 20: What is your religion or belief?



- No religion
- Baha'i
- Hindu
- Jewish
- Sikh
- Other - please say
- Buddhist
- Christian
- Jain
- Muslim

- Prefer not to say

Thank you



Thank you for your views.

Please now send your answers back to us by post to:



Freepost NHS QUESTIONNAIRE RESPONSES



That is all you need to write on the envelope. You don't need a stamp.



Please make sure you write in capital letters so the post office machines can read the address.



Please send the questionnaire back to us by Friday 22nd September.

For more information

If you need more information please contact us at:



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