

**The Trafford Healthwatch 100**

# Appointment Booking

A report looking at experiences of booking  
healthcare appointments in Trafford



November to December 2019

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## Introduction to Healthwatch Trafford

This report has been produced by Healthwatch Trafford. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Trafford. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Trafford people tell us.

We have produced many reports in the past covering lots of elements of health and social care in Trafford. These can be found on our website at

<https://healthwatchtrafford.co.uk/our-reports/>  
or by contacting us directly using the details on the back cover.



## Executive summary

Getting seen by health professionals when we need to is important to live a healthy life and reduce the risks that ill health can bring. However, we have in our time at Healthwatch Trafford collected many pieces of feedback that suggest the process of booking appointments to see health professionals is not always as easy as it should be.

We put together a survey for our Healthwatch 100 project to assess the situation and find out what barriers might exist in booking appointments to see a health professional and how the process can be made better to suit those who need to use them.

Our findings showed that the current most used method to book appointments, by telephone, was found to have barriers which caused many people problems and was not the method that the majority of respondents would wish to use.

For GP appointments, problems with getting through, very strict rules on when you need to call and high demand proved to be a frustration for many. The experience of being told they have to call at 8am the next day for an appointment, only to call at that time and get stuck in a queue before being told there are no appointments left, is one that was voiced repeatedly.

In addition to this, ‘gatekeeper receptionists’, not enough staff to answer the telephone and lack of availability of anyone to answer a telephone outside of most people’s working hours were also common experiences.

With this in mind, a sizeable majority would prefer to book their appointments online, avoiding many of these issues. However, a number of barriers to using apps and websites exist, such as the fact that you cannot register online for an online account - you need to go to your GP surgery to do this. Many GPs do not publicise (or do not have) the ability to book appointments online. Hospital and specialist appointment booking seems to suffer from many of the same issues too.

Telephone booking is still a preferred method of booking for many, but with a better quality of service to what is often currently a sub-par experience.

An overriding issue identified by a large proportion of respondents was with the availability of appointments. There were simply too few available, with waiting times being a major problem. This may well be the most difficult barrier to overcome.



## Key findings

- 52% of people would prefer to book appointments online either with an app or via a website.
- Most people currently book via telephone.
- The biggest issues were waiting times and availability of appointments.

## Recommendations

- Publicise online booking systems where they exist - either by app or via a website - and explain the process of registration to make it easier.
- Find alternatives to the telephone booking systems that rely on patients to call at a specific time and cause competition for an appointment. This system as it stands particularly disadvantages people who work, have children or other access requirements.
- Ensure more people are available to answer the telephone during busy periods. Offer call-backs when the call cannot be answered.
- Provide training and monitoring of reception staff in handling calls effectively and not making medical judgements of callers.
- Where possible, enable more routine appointment slots outside of regular surgery hours.

## Background

Healthwatch Trafford continually collects feedback from people who live, work or use services in Trafford. We look at this feedback to find out if there are any patterns or issues that we need to act on.

One subject we have picked up a lot of feedback over the last year in particular has been around the subject of booking appointments. Some people reported that they have been struggling to book appointments with GPs and hospital services in particular, while others reported that they have been unable to register for online appointment booking.

With this in mind, Healthwatch Trafford decided to use its Trafford Healthwatch 100 programme to find out more about people's experiences of booking appointments and to see what their views are on how things could be improved.

## Methodology

This project utilised surveys as the tool for collecting information, using our Trafford Healthwatch 100 programme. Questions were designed to be simple, quick and easy to understand with the specific intention of collecting answers in as hassle-free a manner as possible.

## Data collection

The survey was available to fill in online, and also printed copies were made available at Healthwatch Trafford events and drop-ins across the borough. The data was input into SurveyMonkey to record and analyse.

The survey was run for two months with data collection closing at the end of January 2020.

## Analysis of data

Qualitative analysis was performed using Microsoft Excel and involved coding responses. The full free text answers that the coding was produced from is in an edited form to ensure nothing personally identifiable is included in this report.

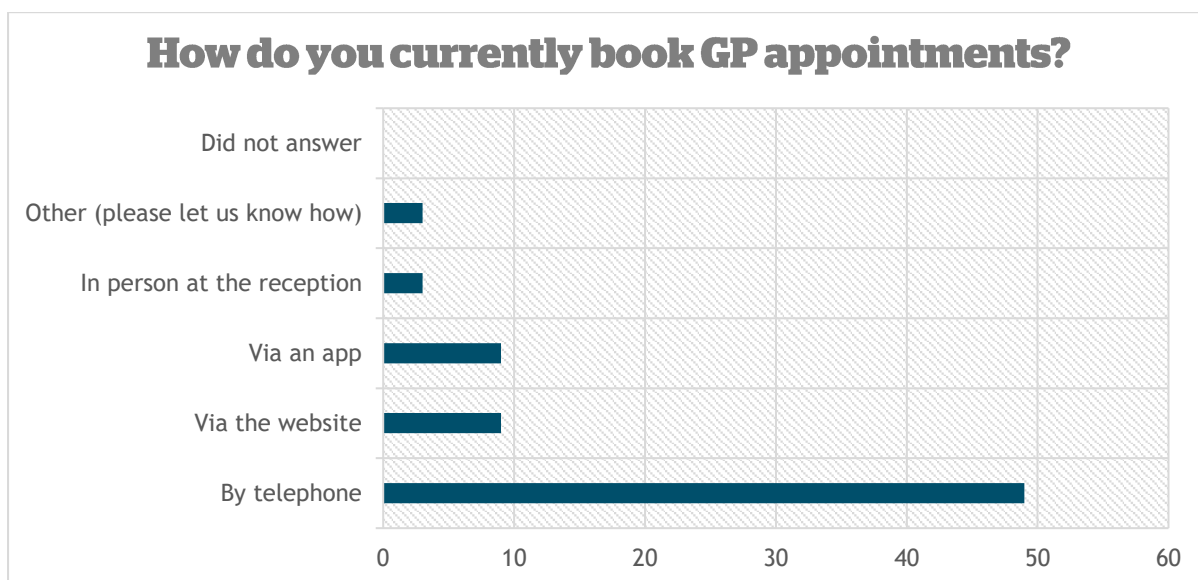


## Results

Results here are summarised. Full results breakdown will be published separately.

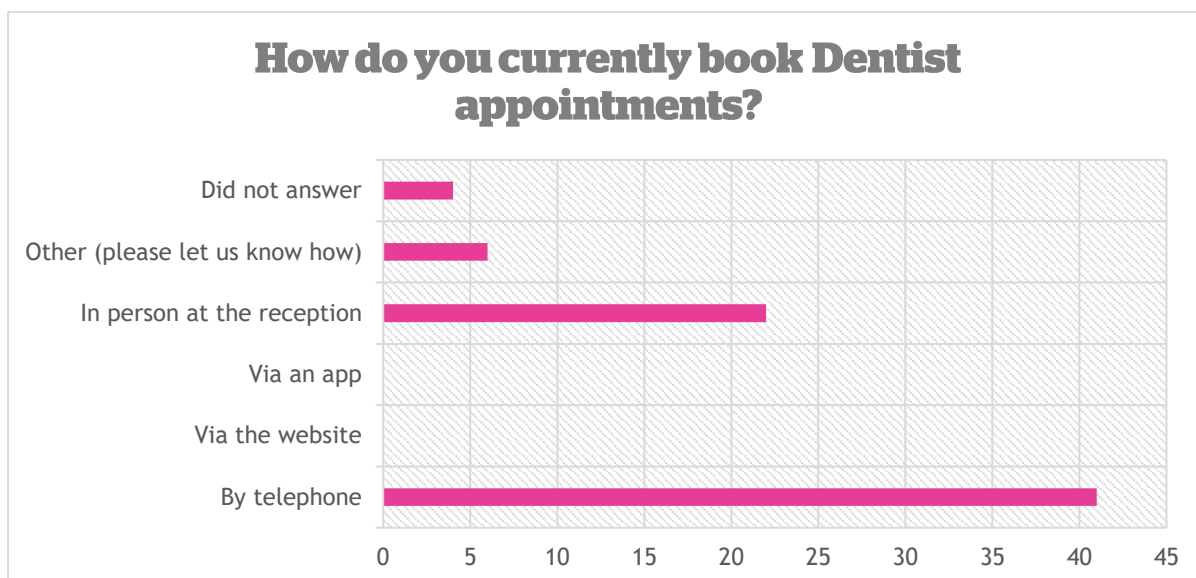
### Question 1. How do you currently book GP appointments?

Response	Number
By telephone	49
Via the website	9
Via an app	9
In person at the reception	3
Other (please let us know how)	3
Did not answer	0



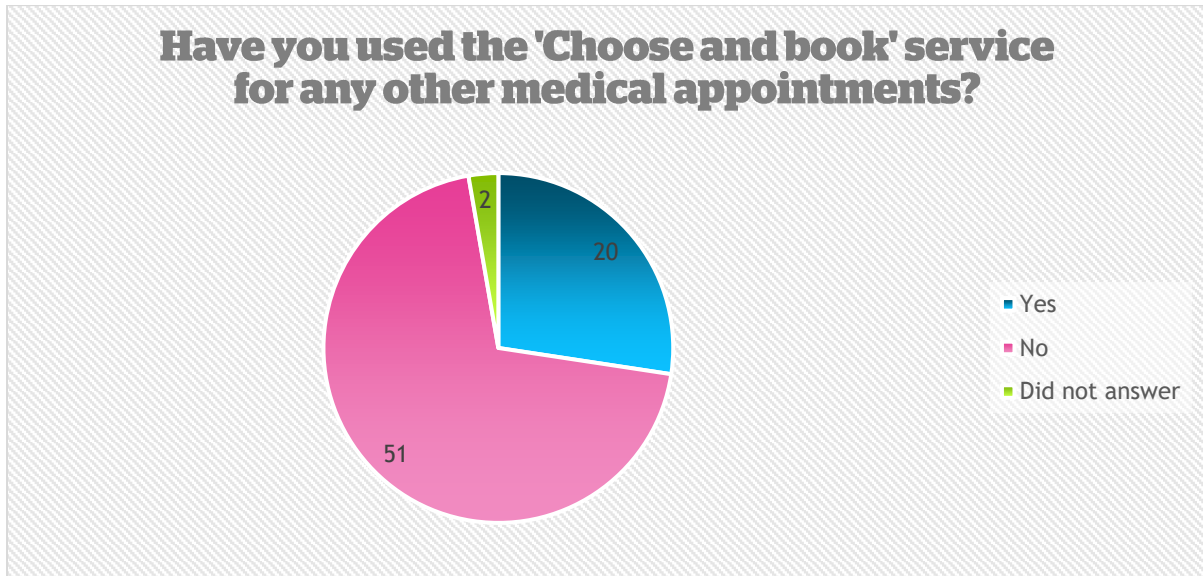
## Question 2. How do you currently book Dentist appointments?

Response	Number
By telephone	41
Via the website	0
Via an app	0
In person at the reception	22
Other (please let us know how)	6
Did not answer	4



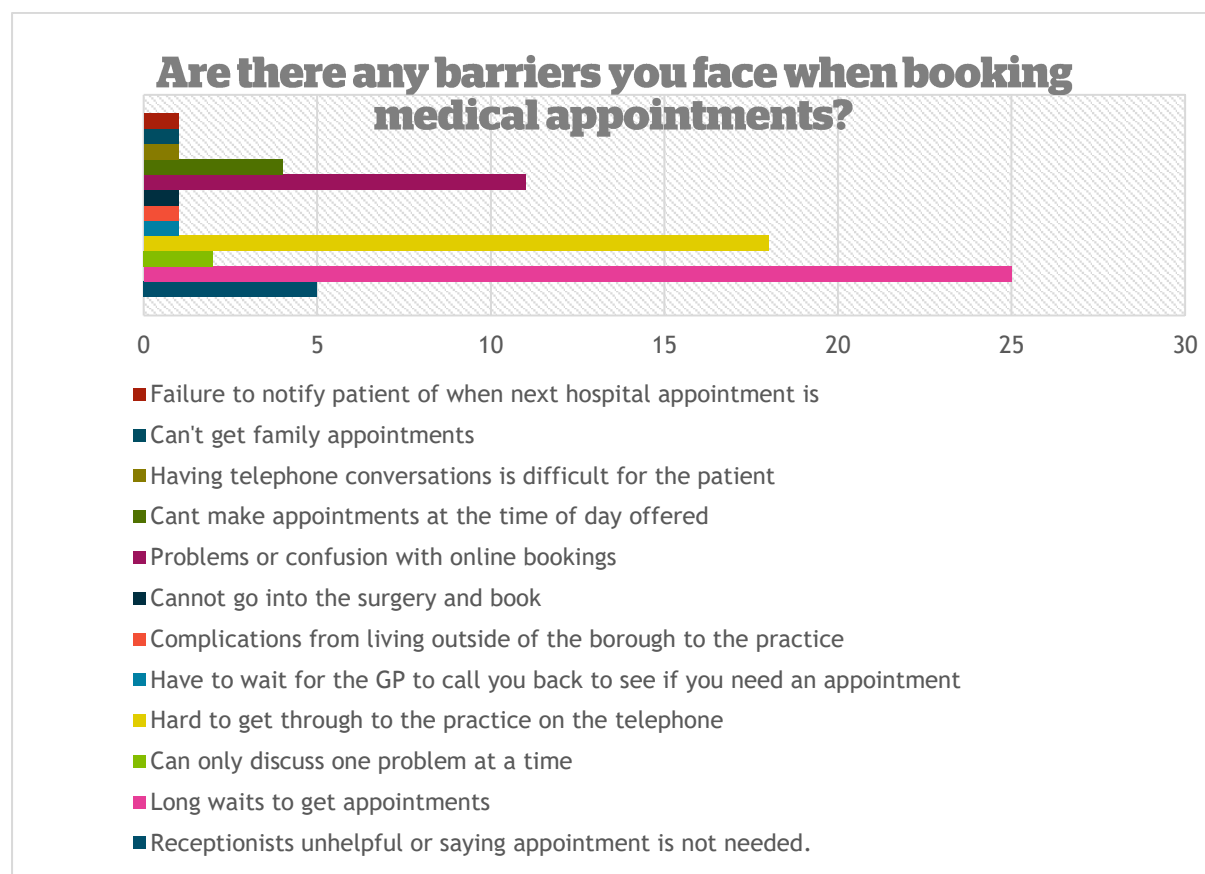
**Question 3. Have you used the 'Choose and book' service for any other medical appointment?**

Response	Number
Yes	20
No	51
Did not answer	2



**Question 4. Are there any barriers you face when booking medical appointments?** (Including GPs, hospitals, dentists and any others you can think of and tell us which service you are talking about)

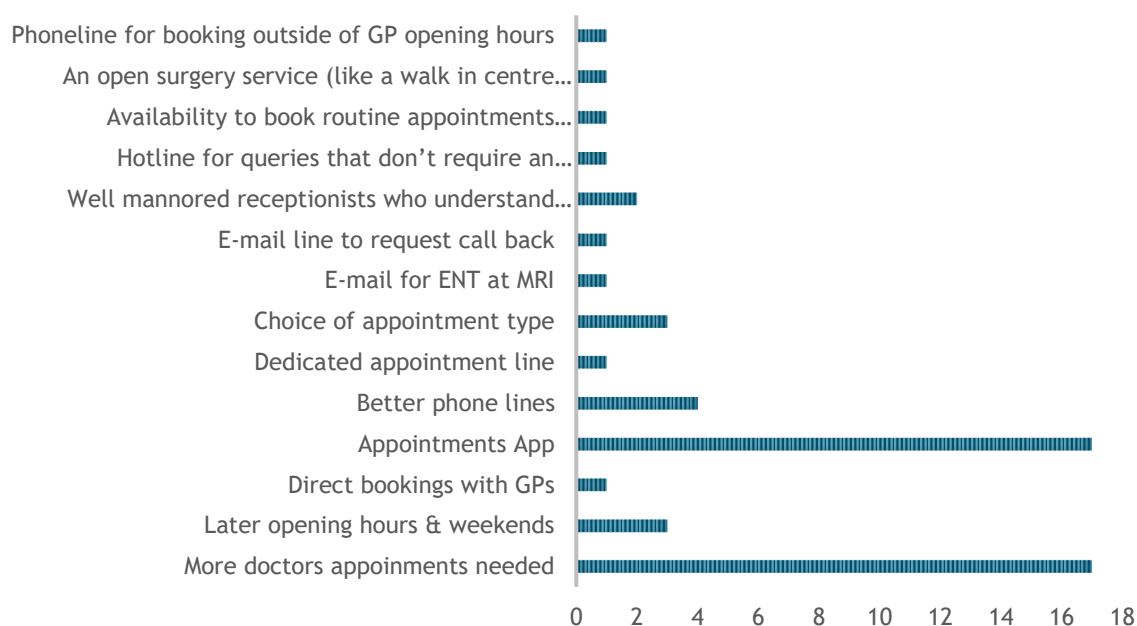
Response	Number	%
Receptionists unhelpful or saying appointment is not needed.	5	6.85
Long waits to get appointments	25	34.25
Can only discuss one problem at a time	2	2.74
Hard to get through to the practice on the telephone	18	24.66
Have to wait for the GP to call you back to see if you need an appointment	1	1.37
Complications from living outside of the borough to the practice	1	1.37
Cannot go into the surgery and book	1	1.37
Problems or confusion with online bookings	11	15.07
Can't make appointments at the time of day offered	4	5.48
Having telephone conversations is difficult for the patient	1	1.37
Can't get family appointments	1	1.37
Failure to notify patient of when next hospital appointment is	1	1.37



**Question 5. Can you suggest how the process of booking appointments could be improved for you? Or anything that would make it easier?**

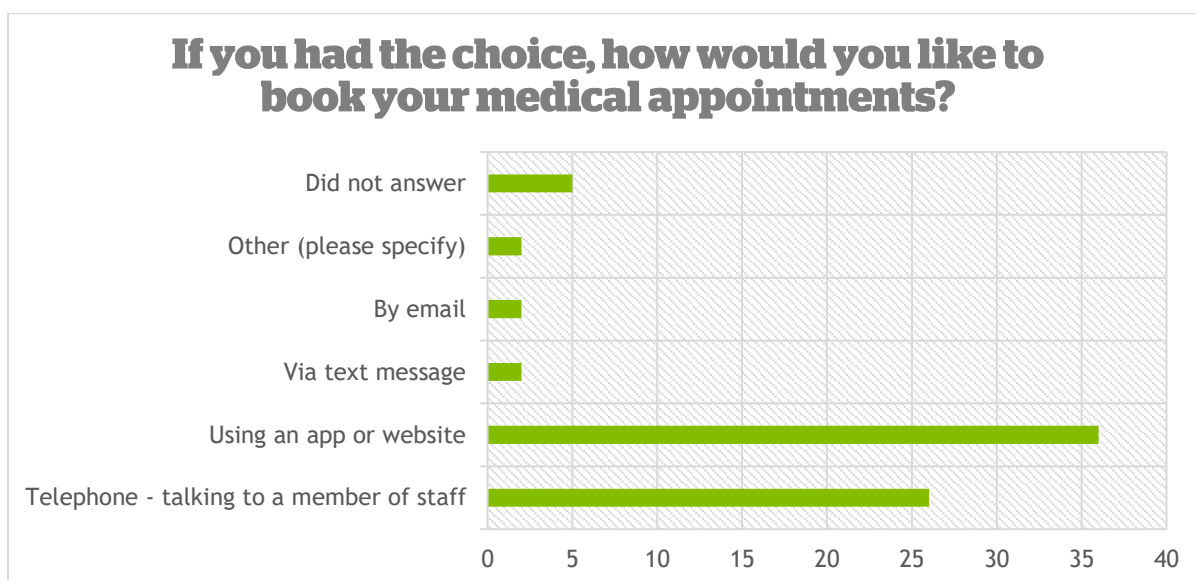
Suggestion	Number	Percentage
More doctors appointments needed	17	23.29
Later opening hours & weekends	3	4.11
Direct bookings with GPs	1	1.37
Appointments app	17	23.29
Better phone lines	4	5.48
Dedicated appointment line	1	1.37
Choice of appointment type	3	4.11
Email for ENT at MRI	1	1.37
Email line to request call back	1	1.37
Well-mannered receptionists who understand basic medicine	2	2.74
Hotline for queries that don't require an appointment	1	1.37
Availability to book routine appointments months in advance	1	1.37
An open surgery service (like a walk in centre but within the practice)	1	1.37
Phoneline for booking outside of GP opening hours	1	1.37

**Can you suggest how the process of booking appointments could be improved for you? Or anything that would make it easier?**



**Question 6. If you had the choice, how would you like to book your medical appointments?**

Response	Number
Telephone - talking to a member of staff	26
Using an app or website	36
Via text message	2
By email	2
Other (please specify)	2
Did not answer	5



**Question 7. Is there anything else you would like to mention about booking medical appointments?**

See findings section for exploration of what was said.

## Findings

### Question by question analysis

Question 1. How do you currently book GP appointments?

The vast majority of people book their appointments by telephone, with a significant proportion doing so via app or website. Three people said that they book at the reception.

This shows in the current situation the telephone is still the most relied upon way of booking.

Question 2. How do you currently book Dentist appointments?

Once again, the large majority of people did so via the telephone. However, a large proportion said they booked in person at the reception. This is most likely due to the nature of dentist visits meaning people book their next visit on the way out of the appointment. Nobody said that they booked these appointments online either by app or website or by using the NHS 111 service.

Question 3. Have you used the 'Choose and book' service for any other medical appointment?

Although most people had not used choose and book, 20 people said that they had used it.

Question 4. Are there any barriers you face when booking medical appointments? (Including GPs, hospitals, dentists and any others you can think of and tell us which service you are talking about)

Of the 73 respondents:

The two largest groups were those complaining of long waiting times in relation to booking GP appointments. These were split pretty evenly between people complaining about problems of long waiting times for the doctor's telephones to be answered (24%) and people, having got through to the receptionist, complaining about how long they have to wait for an appointment to see a GP (34%).

A smaller number of respondents (15%) made comments in relation to problems making online bookings.

A small number (5%) of respondents were concerned about getting a same-day appointment. Five respondents made comments relating their difficulties with the GP's receptionist and two people reported specific individual problems.

**Key Messages:**

The most commonly mentioned barrier was the long wait for appointments. Many people couldn't get appointments sooner than a month away when phoning up or using the online appointment system. Many mentioned having to call up at 8am to get a same day appointment, which were few and far between.

Difficulty getting through to practices via the telephone was also commonly mentioned, particularly as the practices open, with respondents citing by the time they had got through all suitable appointments had been taken.

Receptionists aren't always well mannered or have a full understanding of what requires an appointment. Therefore, some struggle to book in for an issue they feel they need to see a GP for.

Some cited they could only talk to their GPs about one thing per appointment, but with the difficulty in getting appointments it is hard to have everything treated.

The online booking systems appeared to not work for many, with some being unable to register, or, where they could register, unable to see any appointments.

Some couldn't make it to their appointments at the times offered (due to reasons such as work and restrictions with travel).

**Specific Messages Worth Noting:**

"Problems contacting MRI to organise ENT appointment as no one answers telephone and no email contact."

"Paediatric rheumatologist wanted my child to have bloods at Wythenshawe. Tried to book phlebotomy appointment for child at Wythenshawe starlight unit but not been able to get through."

Question 5. Can you suggest how the process of booking appointments could be improved for you? Or anything that would make it easier?

**Key messages:**

To accommodate patients better, practices need to offer more doctors appointments. People would like to get same week appointments, and to not have to call practices each day at 8am to get an appointment that is not a month away.

Being able to make appointments online appeared to be a big way in which booking appointments could be made easier. It appeared from the responses that either many practices did not offer this service, or this had not been advertised effectively to patients, who did not know this was available. Help with using the appointment's app/online resource also appears necessary for those who are not digitally capable.

People find it hard to get through to their practices as the telephone lines are always busy; improving this was therefore a standout request. Specific requests around this included telephone lines being open outside of GP opening hours, an email address to request a call back, or a line that is dedicated only to making appointments with a separate hotline for queries.

As many people work during the daytime in the week, extended evening opening hours and weekend opening hours were suggested to make appointments more accessible to all.

Some find it hard contacting the practices via the telephone due to personal reasons

Question 6. If you had the choice, how would you like to book your medical appointments?

Interestingly, this shows more people would want to book appointments online via an app or website than by any other means. This would suggest, when comparing that with the responses to Question 1 and Question 2, the option to do so either isn't there for many, isn't well known about or isn't functioning as people would need it to. There were also some who would like to book by text or email, suggesting that the online route is in demand amongst respondents.

A sizeable chunk of respondents would still like to book using the telephone. However, looking at comments about the barriers that surround booking appointments, this is also an area that needs to be improved to make it work better for people.

Question 7. Is there anything else you would like to mention about booking medical appointments?

#### Key Points:

Availability of appointments (including telephone appointments) was a theme again, along with extended hours for these.

Irritation at getting through on the telephone lines appeared, along with the automated system on the phone not giving the option to book with your specific doctor.

There were mixed feelings about online booking, with some thinking this is great and others not. This could be partially down to people not understanding how to use it.

Flexibility is required for the disabled.

Receptionists can often be rude, unhelpful, or unknowledgeable. They don't always have an understanding that people may find accessing practices difficult.

Sending out a confirmation text of when an appointment is would help people turn up to appointments at the right time.

Sunday emergency slots are given to routine appointments.

There can be too great a delay between an initial appointment and the specialist examination or ongoing treatment.

#### Specific Points:

The phlebotomy system for booking appointments has recently changed so it is no longer a drop-in service - this has been really positive.

Conversely, another respondent mentioned the blood testing appointment service doesn't work (which could be referring to pre-change) and the department is never running on time, with the staff spending a lot of time talking.

## Thematic analysis

Are there any barriers you face when booking medical appointments? (Including GPs, hospitals, dentists and any others you can think of and tell us which service you are talking about)

### Theme: Access to the Appointment System.

The most commented issue was the barriers that people face in accessing the systems to book an appointment with their GP/hospital. Access via telephone to connect to booking systems received 25 negative comments:

A. The telephone booking systems of GPs with lines often engaged and long waiting times to get through.

*"Call at 8am for open appointments that day but cannot get through."*

*"Difficult to get through on the telephone. Phone at 8am - caller no.15 in the queue."*

*"My GP is a nightmare to contact. If I want a same day appointment I have to start ringing before the surgery opens but inevitably the lines are busy and I don't get an appointment."*

Also raised was the issue of people who find it difficult to use the telephone.

*"I am hard of hearing and can struggle on the telephone sometimes."*

B. People also experienced problems accessing the online booking system of some GP practices and hospitals. The issue of having access to a computer and problems registering and using the booking application were raised.

*"Cannot go to surgery & book. Have problems registering online & reception not helpful."*

*"Booking online requires registering first. You can't register online??? Ridiculous."*

*"Book appointments online, don't have an account so don't know how I will be able to book appoints if and when I need one, not been informed of this by the surgery."*

C. A further barrier to accessing the GP appointment booking system was the issue of the role of receptionists.

*"GP service can be affected by the attitude of the reception staff."*

*"Receptionist asked about health and why need appointment. Not their job to ask these questions."*

*"I find talking over the phone or going to the doctors very stressful/panic attack inducing, to then be questioned if I really need to see a doctor makes me worse - more understanding/training for clerical reception staff could maybe help?"*

### Theme: The availability of relevant appointments.

A. Availability of appointments when people need them. This includes people whose working hours do not fit with surgery opening hours.

- *“Due to working long shifts I have very limited time to get to the doctors but their is rarely appointment.”*

*“Work full time from 8am... all suitable appts gone by the time I can get a break.”*

B. Another issue relates to the system of calling the surgery in the mornings for same day appointments and none are available.

*“Phone at 8am - caller no.15 in the queue!! Then no appointments available when you do get through”*

*“Lack of availability by telephone in the morning when trying to get a more urgent appointment for children.”*

*“Not enough appointments, have to book way in advance, have to call at 8 am if want an appointment on the day and they get booked up really fast.”*

C. Availability of preferred GP.

People, especially those with a long history of health issues, want to see the GP they are most confident and comfortable with.

*“Sometimes it is too long for the GP you wish to see, but then if they are good they are going to be in demand!”*

*“GP appointments - often have to wait 2 weeks to see my preferred doctor. I like to see the same doctor as she is aware of my medical history.”*

*“Have to wait up to 1 month before offered appointment with own GP.”*

### **Theme: The waiting time for appointments.**

An issue raised was that people using the online booking system or phoning direct (outside the same day appointment process) would have to wait several weeks before a suitable appointment was available.

*“Very long waiting time for non-urgent and same day appointments.”*

*“I have to wait 3 weeks before I get to see one, ok as long as I'm not ill.”*

*“When phoning to book appointments the next available slot is always 3+ weeks away.”*

*“Appointments for GPs long waiting time for appointments.”*

Can you suggest how the process of booking appointments could be improved for you? Or anything that would make it easier?

**Theme: Access to the appointment booking systems.**

A. The majority of comments referred to the need for new or improved use of information technology such as using emails, texts and online access via computer or a mobile application.

*“An app that lets you book any medical/dental appointment would be best.”*

*“A choice of appointments open to all online, available in surgeries and at home.”*

*“Promote online booking through patient access.”*

*“An internet based system would be easier for me for both hospital and GP appointments but not everyone has internet access or is competent and comfortable using the internet.”*

B. Improved access through GP telephone systems was also raised.

*“Dedicated appointment line.”*

*“Call back option when phone engaged. Email to request call back.”*

**Theme: Availability of appointments.**

A. The most common response referred to the need to increase the numbers of GPs and skilled staff to offer a greater number of appointments.

*“More appointment slots needed - not enough GPs to see people.”*

B. Improved availability of appointments to meet the needs of people who find it difficult to attend during normal working hours.

*“Later opening hours or occasional weekend clinics.”*

*“Increased availability of appointments at hours to suit working parents (earlier in the morning or after 5pm).”*

C. Increasing the availability of non-surgery-based appointments was raised as a means of providing more appointments. The increased use of telephone and face-to-face applications (such as Skype) was raised.

*“Options for telephone/Skype appointments.”*

*“A choice of appointments open to all online, available in surgeries and at home.”*

## Is there anything else you would like to mention about booking medical appointments?

The comments made in response to this question reflected the themes raised.

### Access.

*“Using automated appointment things over the phone does not give you the option to pick which Doctor or nurse you want to see, I think this should be an option as some times you need to see a specific person.”*

*“The computer booking in system run at the gps doesn't always work and you see many older people really struggle with it.”*

### Availability.

*“More availability, and also more telephone appointments.”*

*“Yes, I have 2 adult disabled children who live with me and their conditions are not obvious or well understood. They need more flexibility.”*

### Role of GP reception.

There were a number of negative comments in response to the question that were also repeated in terms of the helpfulness, attitude and skills of GP receptionists.

*“GP receptionists are often rude or unhelpful. The service we get is poor. I've changed my GP many times over that couple of years in an attempt to get a better service.”*

*“Rude and inefficient reception staff at GP.”*

*“Tolerance by some members of staff to understand the sometime difficulties to getting to practices.”*

## Appendix 1: The survey



### Introduction

Healthwatch Trafford is the independent health and social care services champion for the people of Trafford. We gather and represent your views and experiences to show where services are doing well and where they can be improved.

The **Healthwatch 100** is our panel of residents who share their opinions with us through quick-fire online surveys. During November 2019-January 2020, our Healthwatch 100 project is focusing on your **experience of booking appointments**.

Our volunteers are visiting community groups, community centres and hospitals in Trafford with paper versions of the survey to ensure as many people as possible get a chance to share their views.

If you complete this short survey we can automatically share future Healthwatch 100 surveys directly with you online (once a month at most) or we can just include your views in this one project, just let us know. This survey consists of seven questions then asks for some details about you at the end. Your response will be anonymised so your individual identifying information is kept confidential.

This survey also available online at [www.healthwatchtrafford.co.uk/the100](http://www.healthwatchtrafford.co.uk/the100) if you prefer.  
**The deadline is Friday 31<sup>st</sup> January 2020.**

Healthwatch Trafford  
Tel: 0300 999 0303  
Email: [info@healthwatchtrafford.co.uk](mailto:info@healthwatchtrafford.co.uk)

OFFICE REF

Survey collected at:

Date:

ID No:

## The Survey

This is not a quiz, so don't worry about getting answers 'right'.

We want to know how you currently go about booking appointments.

### 1. How do you currently book GP appointments?

- ☐ By telephone
- ☐ In person at the reception
- ☐ Via the website
- ☐ Via an app
- ☐ Via NHS 111
- ☐ Other (please specify):

### 2. How do you currently book Dentist appointments?

- ☐ By telephone
- ☐ In person at the reception
- ☐ Via the website
- ☐ Via an app
- ☐ Via NHS 111
- ☐ Other (please specify):

### 3. Have you used the 'Choose and book' service for any other medical appointments?

- ☐ Yes
- ☐ No

Tell us what you think about the booking process and how you think it should be.

**4. Are there any barriers you face when booking medical appointments? (Including GPs, hospitals, dentists and any others you can think of and tell us which service you are talking about)**

**5. Can you suggest how the process of booking appointments could be improved for you? Or anything that would make it easier?**

**6. If you had the choice, how would you like to book your medical appointments?**

<input type="checkbox"/>	Telephone - talking to a member of staff
<input type="checkbox"/>	Telephone - using an automated service
<input type="checkbox"/>	Via text message
<input type="checkbox"/>	Using an app or website
<input type="checkbox"/>	In person at the service
<input type="checkbox"/>	By post
<input type="checkbox"/>	By email
<input type="checkbox"/>	Other (please specify) _____

**7. Is there anything else you would like to mention about booking medical appointments?**

**About You**

You don't have to answer any of the following questions if you feel uncomfortable but the more information you give the more helpful it will be for us. Your details will never be passed on or supplied to any other organisation and we will only ever use your information for the purposes of this project.

### Your contact details:

#### What is your email address?

We can contact you with the results of the survey, or other health and social care news, and you can become part of our ongoing survey panel, the 'Healthwatch 100', by providing us with your email address:

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#### What name would you like us to know you by? (first name is fine)

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- ☐ Please send me the results of this survey  
☐ Please contact me with other news and information relevant to Trafford  
☐ I'd like to join the Healthwatch 100 project

(You can unsubscribe at any time)

### Which gender are you / do you prefer to be recognised as?

Female ☐      Male ☐      Non-binary ☐

### Which ethnicity do you feel most closely describes you?

- |   |   |
|---|---|
| White British <input type="checkbox"/>                      | Asian or Asian British - Indian <input type="checkbox"/>      |
| White Irish <input type="checkbox"/>                        | Asian or Asian British - Pakistani <input type="checkbox"/>   |
| White other <input type="checkbox"/>                        | Asian or Asian British - Bangladeshi <input type="checkbox"/> |
| Black or Black British - African <input type="checkbox"/>   | Asian or Asian British - Chinese <input type="checkbox"/>     |
| Black or Black British - Caribbean <input type="checkbox"/> | Asian or Asian British - Other <input type="checkbox"/>       |
| Black British - Other <input type="checkbox"/>              | Multiple heritage - mixed race <input type="checkbox"/>       |
|   | Other <input type="checkbox"/> please specify:                |

### Age group:

18-34 ☐      35-44 ☐      45-65 ☐      66-79 ☐      80 or over ☐

### Sexual orientation:

Heterosexual / Straight ☐      Gay ☐      Lesbian ☐      Bisexual ☐  
 Other ☐      Prefer not to say ☐

### Do you identify as a disabled person? Do you consider yourself to have a disability?

Yes ☐      No ☐

### What is your current employment status?

- |  |  |
|--|--|
| Employed <input type="checkbox"/>                            | Not working - due to ill health <input type="checkbox"/> |
| Unemployed - seeking employment <input type="checkbox"/>     | Not working - due to disability <input type="checkbox"/> |
| Unemployed - not seeking employment <input type="checkbox"/> | Not working - retired <input type="checkbox"/>           |
|  | Student <input type="checkbox"/>                         |

**Are you a carer?**

Yes [ ]      No [ ]

**Do you have children? (tick all that are appropriate):**

Pre-school age child/children [ ]	16-18 year old child/children [ ]
Primary school age child/children [ ]	19+ aged child/children [ ]
Secondary school age child/children [ ]	No children [ ]

**What is your marital status?**

Married/Civil partnership [ ]	Widowed [ ]
Single [ ]	Other [ ]
Divorced [ ]	

**In which area/locality do you live?**

**North [ ]**  
Old Trafford, Stretford, Gorse Hill,  
Longford and Clifford

**South [ ]**  
Altrincham, Bowden, Broadheath, Hale Barns,  
Hale Central, Timperley and Village

**Central [ ]**  
Sale, Bucklow St Martin's, Aston upon  
Mersey, Brooklands, Priory, Sale Moor and  
St Mary's

**West [ ]**  
Urmston, Partington, Bucklow St Martin's,  
Davyhulme East, Davyhulme West and Flixton

Other/outside Trafford [ ]

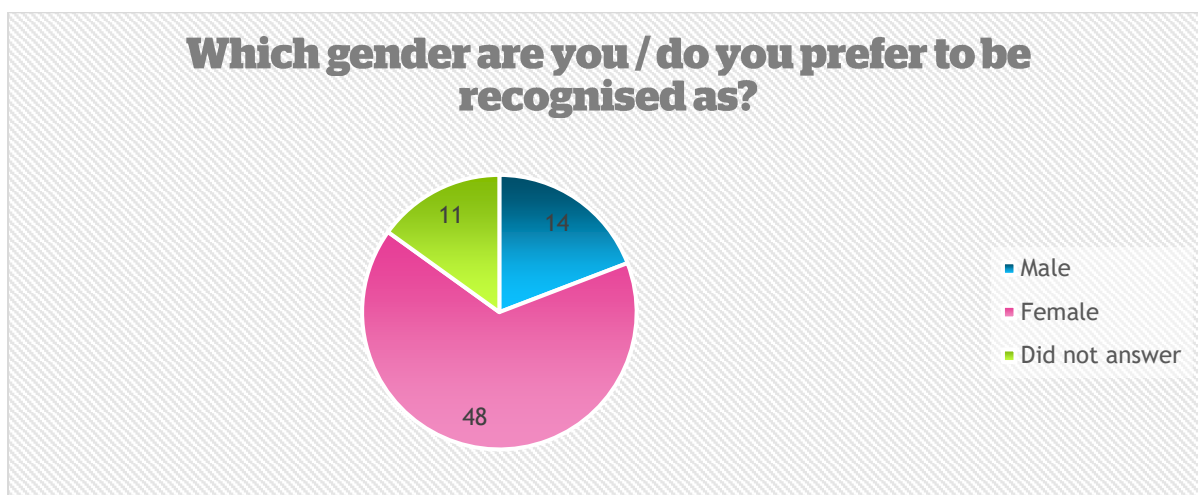
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## ***Thank you!***

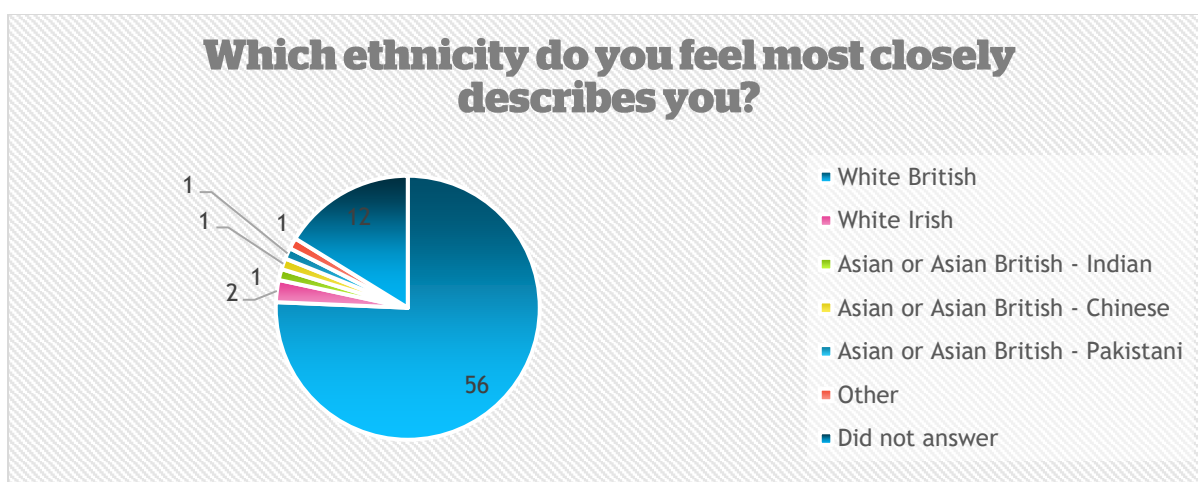
Completed surveys can be returned to our volunteers at their information stand.

## Appendix 2: Demographic breakdown

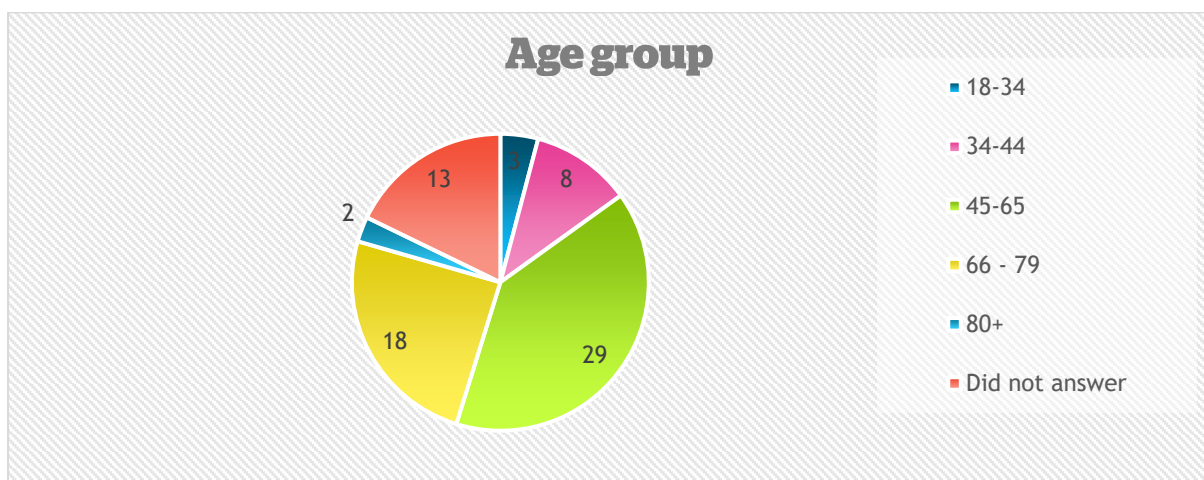
Which gender are you / do you prefer to be recognised as?	Responses
Male	14
Female	48
Did not answer	11



Which ethnicity do you feel most closely describes you?	Responses
White British	56
White Irish	2
Asian or Asian British - Indian	1
Asian or Asian British - Chinese	1
Asian or Asian British - Pakistani	1
Other	1
Did not answer	12

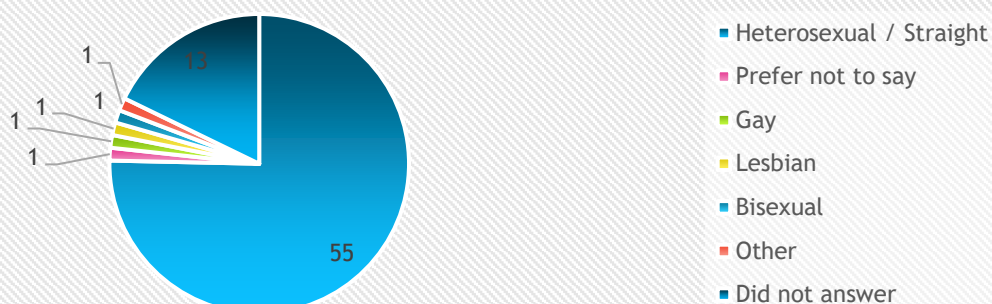


Age group	Responses
18-34	3
35-44	8
45-65	29
66-79	18
80+	2
Did not answer	13



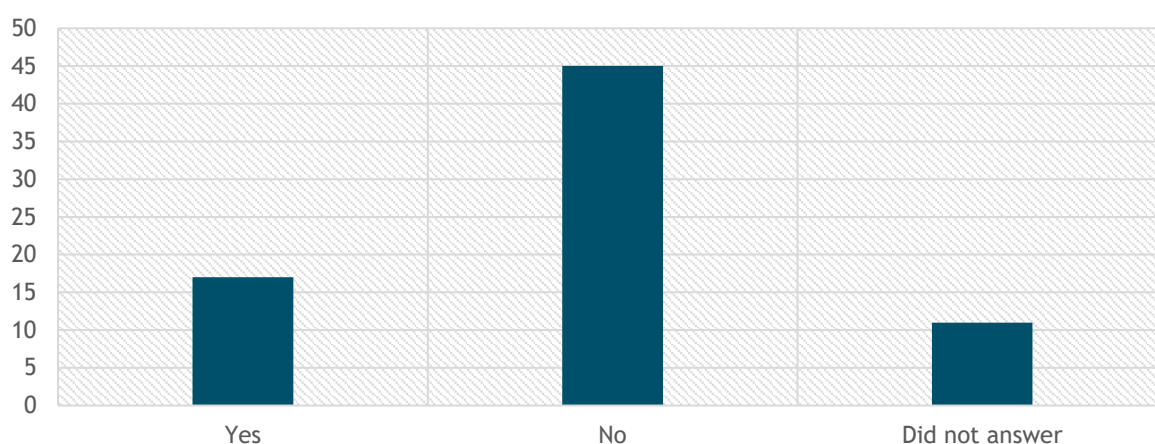
Sexual orientation	Responses
Heterosexual / Straight	55
Prefer not to say	1
Gay	1
Lesbian	1
Bisexual	1
Other	1
Did not answer	13

## Sexual orientation



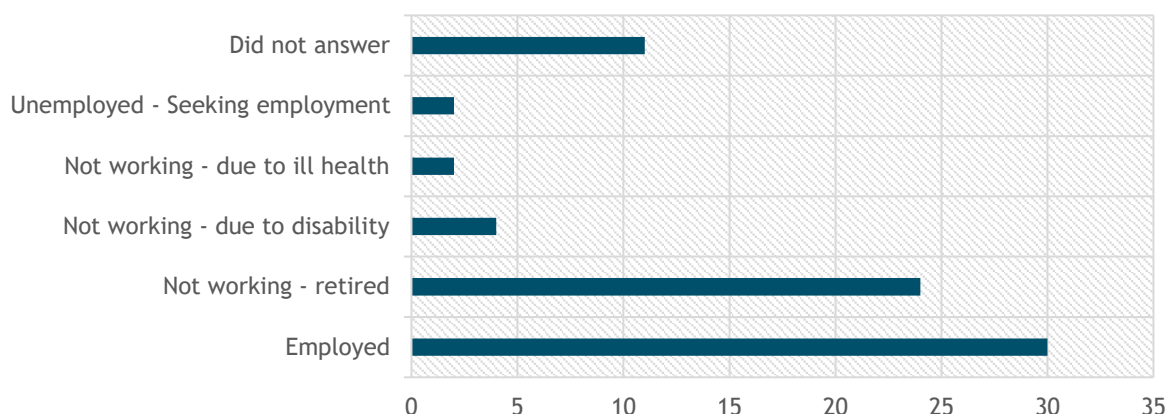
Do you identify as a disabled person? Do you consider yourself to have a disability?	Responses
Yes	17
No	45
Did not answer	11

## Do you identify as a disabled person? Do you consider yourself to have a disability?



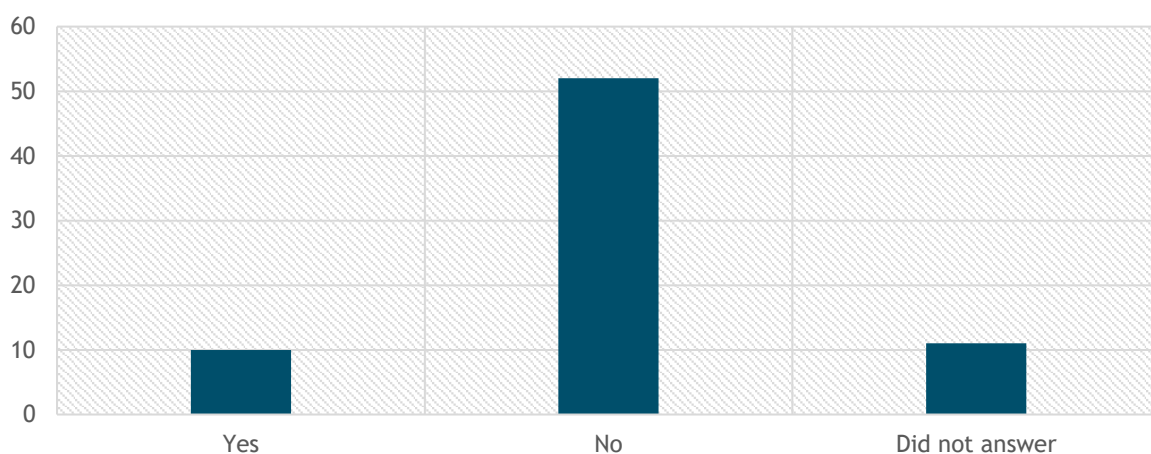
What is your current employment status?	Responses
Employed	30
Not working - retired	24
Not working - due to disability	4
Not working - due to ill health	2
Unemployed - Seeking employment	2
Did not answer	11

### What is your current employment status?



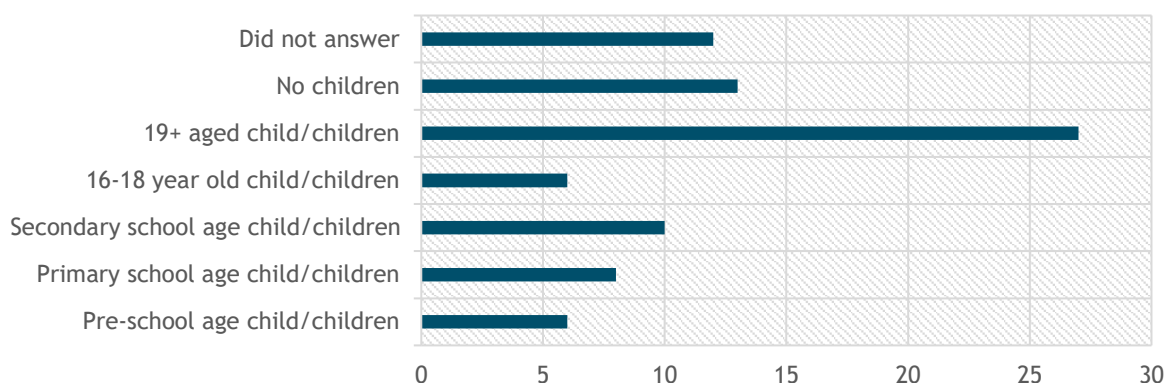
Are you a carer?	Responses
Yes	10
No	52
Did not answer	11

### Are you a carer?



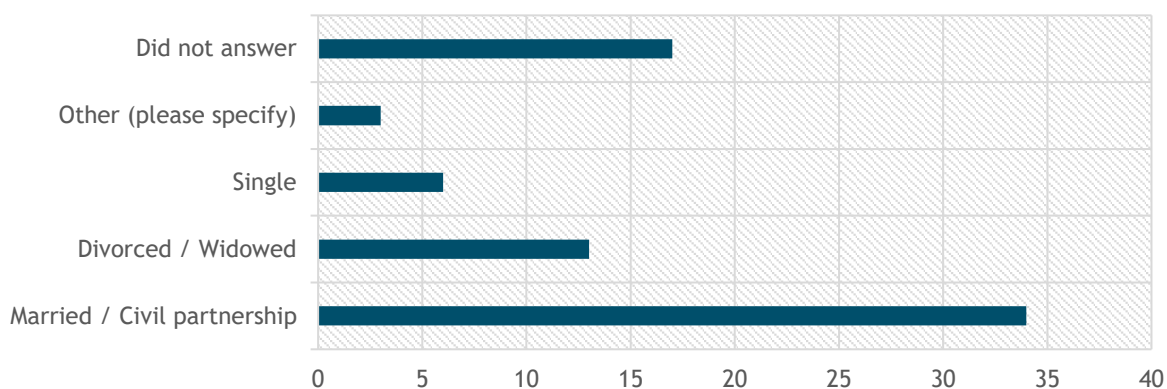
Do you have children? (tick all that are appropriate)	Responses
Pre-school age child/children	6
Primary school age child/children	8
Secondary school age child/children	10
16-18 year old child/children	6
19+ aged child/children	27
No children	13
Did not answer	12

### Do you have children?

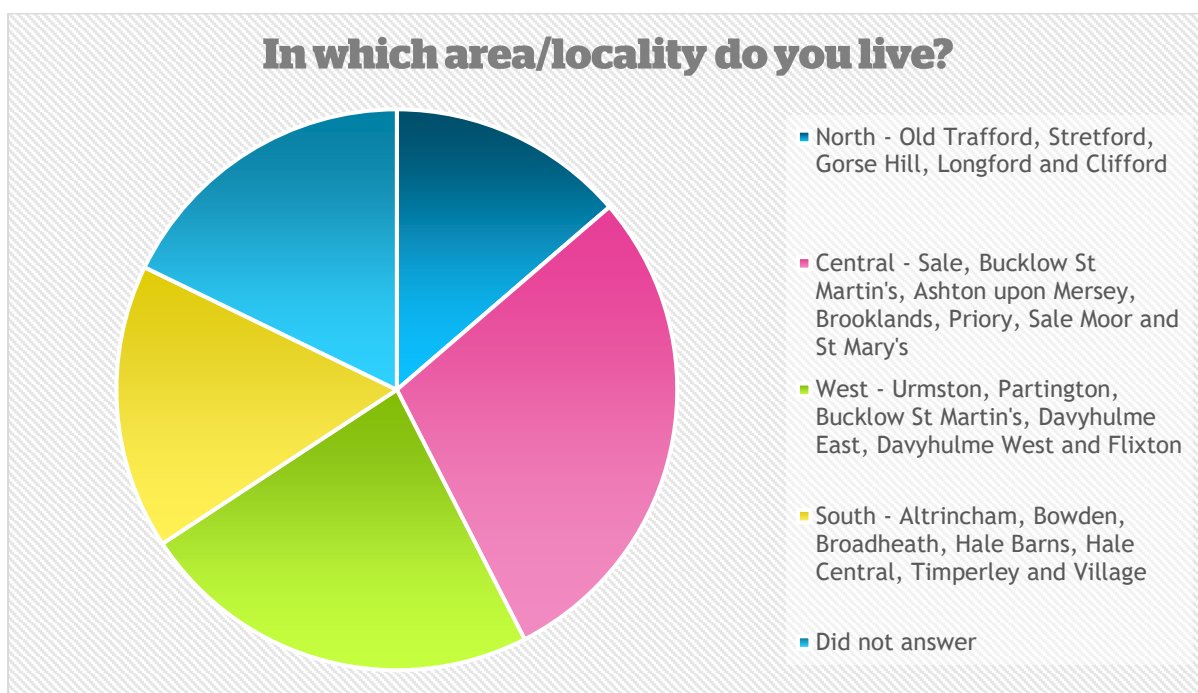


What is your marital status?	Responses
Married / Civil partnership	34
Divorced / Widowed	13
Single	6
Other (please specify)	3
Did not answer	17

### What is your marital status?



In which area/locality do you live?	Response
North - Old Trafford, Stretford, Gorse Hill, Longford and Clifford	10
Central - Sale, Bucklow St Martin's, Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's	21
West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West and Flixton	17
South - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village	12
Did not answer	13



## Acknowledgements

We wish to thank those who made putting together this report possible. Thanks to all the people who responded to our survey, and the people who spoke to us at events about their experiences of services in the borough.

We would also like to give thanks to staff who made it possible for us to run our engagement activities around the borough.

Special thanks to the Healthwatch Trafford volunteers who contributed to the creation of this report.

If you require this report in an alternative format, please contact us with your requirements.

