

# The NHS Constitution: a consultation on new patient rights

## Results of a Local Survey

NHS North Yorkshire & York ran a local survey from 21 December to 7 January 2010.

Letters and details of how to complete the survey either on-line via the PCT public website, or on paper via an attached .pdf copy of the survey were sent out to a wide range of stakeholders. GP practices were asked to make staff and patients aware and to display a poster with details of the consultation. Local Authorities and Councils were also asked to highlight the opportunities for people to respond to the consultation.

The questions used in this local survey were based on the national consultation questions, with a few additions in order to help identify any actions for NHS North Yorkshire and York.

A total of 215 people responded - 210 via the on-line questionnaire and 5 returning their completed forms to the Freepost address. A percentage breakdown for answers to each question is provided below. We asked for comments from respondents on a number of points, and these are reported separately at the end of this report. The survey was set up and analysed by NHS North Yorkshire & York Public Engagement Team.

**Q1 Do you think that the NHS Constitution should establish and include a right in respect of waiting times?**

Yes	86%
No	10%
Don't know	3%

**Q5 Should GPs provide specific information to patients on their rights around a 2 week referral?**

Yes	83%
No	9%
Don't know	7%

**Q2 If Yes, should the right include the current standard for treatment within 18 weeks?**

Yes	75%
No	11%
Don't know	7%

**Q6 Do you agree that a right to a NHS Health Check every 5 years for those aged 40-74 should be established (with effect from April 2012) and be included in a revised NHS Constitution?**

Yes	64%
No	25%
Don't know	10%

**Q3 Should the right include the current standard for urgent referrals of suspected cancer to be seen by a specialist within 2 weeks?**

Yes	87%
No	7%
Don't know	3%

**Q7 Please comment on the proposed right to a NHS Health Check**

38% of respondents commented – wide range of views, individual comments available on request

**Q4 Please use the space provided to comment on the proposed rights for waiting times**

32% of respondents commented – wide range of views, individual comments available on request

**Q8 Should the NHS look at developing rights for patients and the public for the following?:**

	Yes	No	Don't know
Evening and weekend GP access	73%	20%	6%
NHS Dentistry	87%	6%	5%
Personal health budgets	26%	35%	36%
Choosing to die at home	81%	8%	9%
Waiting times for cancer diagnostics	86%	7%	6%

**Q9 Any comments on the above potential rights, or any other you would like to see introduced?**

26% of respondents commented – wide range of views, individual comments available on request

**Q10 Do you agree the role of the Constitution Champion should be determined locally by PCTs?**

Yes	47%
No	20%
Don't know	32%

**Q11 If not, please explain why**

20% of people commented – wide range of views, individual comments available on request

**Finally, about you**

**Q12 Are you.... (please tick all that apply)**

A member of NHS staff	60%
A patient/ service user	53%
A carer	11%
A Local Councillor	4%
Member of a patient organisation	3%
Member of a voluntary sector organisation	6%
Other	11%

**Q13 Are you replying as an individual or on behalf of an organisation?**

Individual	97%
Organisation	0%

**Q14 If you are replying on behalf of an organisation, please supply the name**

Only one person said they were applying on behalf of an organisation – this was for St Michael's Hospice.

**Q15 How aware are you of the NHS Constitution?**

Very aware	9%
Aware	45%
Don't know much about it	30%
Wasn't aware until now	15%

**Q16 What could the NHS be doing to make people more aware of the NHS Constitution and patients' rights and responsibilities?**

40% of respondents chose to comment – wide range of views, individual comments available on request

**Q17 Are you male or female?**

Male	30%
Female	69%

**Q18 What is your age?**

Under 18	0%
18 to 24	3%
25 to 44	32%
45 to 60	55%
Over 60	9%

**Q19 Please describe your ethnic origin**

We left this as a blank text question for people to put their own definition in if they wished to respond.

The majority of respondents described themselves as 'White/British' or equivalent. 1 as 'Indian', 1 as 'Mixed', 1 as 'Asian/British', and 1 as 'Chinese/Polish'. A small number of people commented that they found this question irrelevant or insulting.

**Q20 Please use the space below for any other comments**

wide range of views, individual comments available on request