



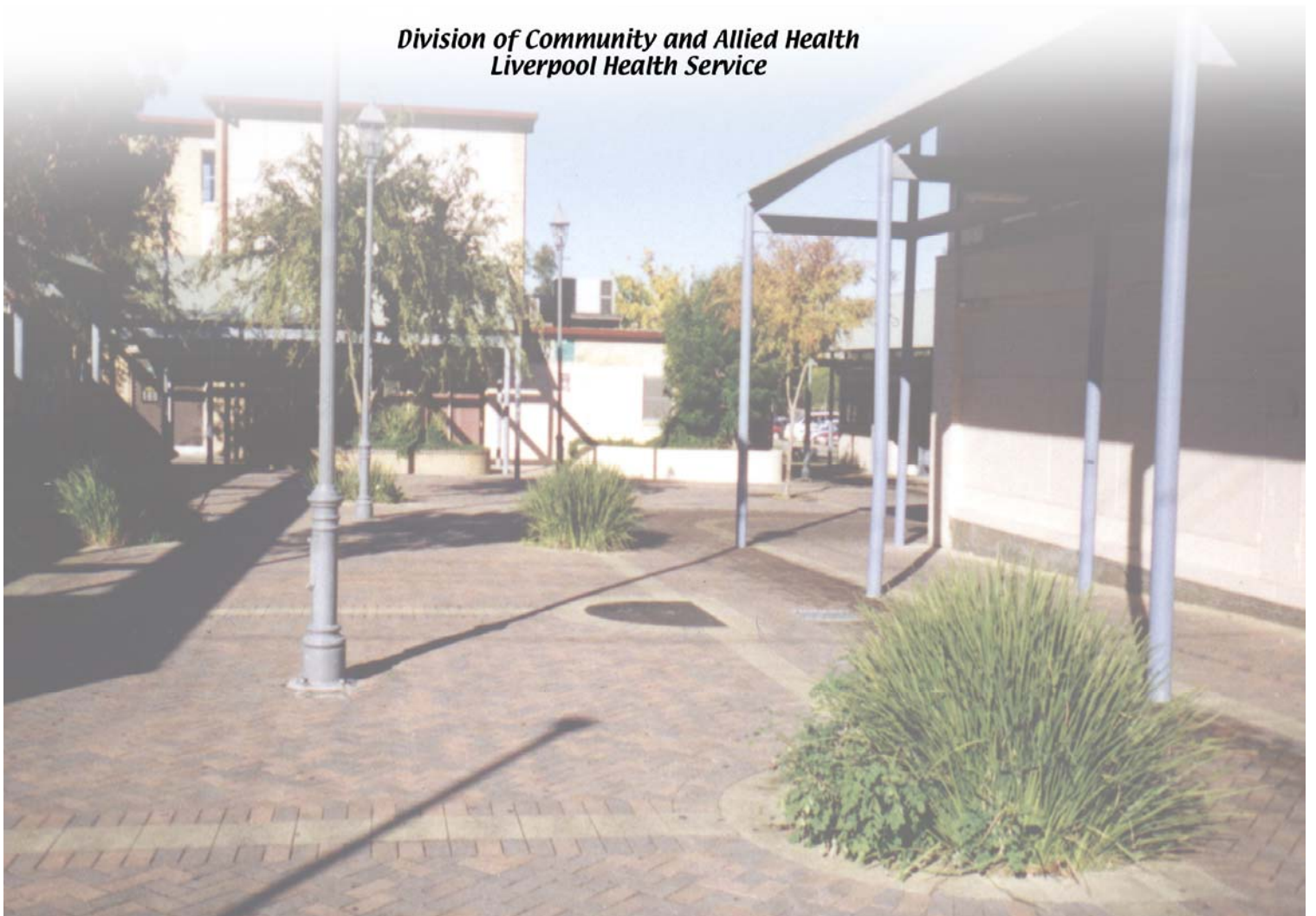
# ***HEALTH SERVICE USE IN MILLER***

***Findings from the Miller Household Survey 1999  
A Descriptive Analysis***

***Centre for Health Equity Training Research and Evaluation***

***in collaboration with***

***Division of Community and Allied Health  
Liverpool Health Service***



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## **INTRODUCTION**

### **Miller Household Survey**

The Miller Household Survey forms part of the evaluation of the 'Miller Health Partnership Project'. A project funded by the NSW health department for 2 years, aimed at Strengthening local community health services through integration and co-ordination of services in Miller and through employment activities and community building initiatives.

#### Survey Aim

To consult with local residents to identify health service use, feelings about living in Miller and perceived problems and barriers to community development.

#### Objectives

- To improve health and other services in the area.
- To get a better understanding of problems being experienced in the community
- To gather information on whether the services are being effective.
- To make recommendations for service improvements.

### **Methodology**

#### Questionnaire

A questionnaire was developed consisting of questions relating to use of health services, health status of residents (self rated), community participation, sense of neighbourhood, perceptions about living in Miller, suggestions for service improvements, community Building, and demographics.

The questions were developed following a review of the literature and other questionnaires (1997 National Health Survey, Claymore Resident Survey (1997)).

#### Sample

Initially it was suggested that a random sample of 500 households be drawn from the postcode of 2168 but due to resource constraints it was decided that this was not a viable option and a smaller sample of 350 households were drawn from the suburb of Miller. Two lists of property addresses were obtained, one from the Department of Housing and another from Liverpool City Council. The combined list consisted of 1125 properties. A random sample of 350 households was selected using SPSS; this was stratified by public and private housing.

## Pilot Testing

The questionnaire was piloted several times, with various groups including, health staff, members of the community and service providers.  
The questionnaire was administered face to face and it took approximately 25 to 30 minutes.

## Data Collection (door knock)

The Miller Household Survey was undertaken in November/December 1999 with the support of staff from the Liverpool Health Service Division of Community and Allied Health, students (paid) and members of the project management team.

Two weeks (last week of November 1<sup>st</sup> week of December) were allocated to undertake the door knock survey. All houses within the selected sample were to be visited. If at the time of the visit there was no one home, a letter was left at the home, advising of a future visit and the house was then revisited. A total of two callbacks were to be made at each selected property. If there was no one home at the time of the second call back, the next property on the left was to be visited; this property would then replace the one on the original sample list.

If the potential respondent had limited English, a prompt card was shown, which listed the most common community languages. If agreed to by the respondent, a community health worker would return to administer the questionnaire in the specified language.

A strategy used to maximise responses was to obtain a first name and telephone number of the potential participant, if the time of visit was inconvenient. The principal researcher or trained interviewer would then contact the respondent at an agreed time to administer the questionnaire over the telephone.

## **Data Handling and Analysis**

The data was recorded in hard copy (on the survey forms) and then recorded in a record file using EpiInfo 6.2. Once cleaned, the data was exported into SPSS (statistical package for social sciences) where it was analysed.

## Response Rates

From the 350 household sample, 17 were found to be vacant or non-existing properties, making the number of houses available for contact 333. Of these 98 were refusals (29.4%) and a further 28 (8.4%) were not home at the final time of visit.

213 questionnaires were completed in the study area (one questionnaire per household, one respondent per questionnaire) giving a response rate of 63.9%.

## **Health Service use in Miller**

This report presents survey findings specific to health service use in Miller. Section 1 provides an overall view of use for the following services:

- Outpatients
- Accident and Emergency
- Day Surgery
- Admission to hospital
- GP
- Specialist
- Dentist
- Community and Allied Health
- Other Community Health Services

Section two presents the use of each these services in more detail. Looking into service use, type of users, location of services, service accessibility, service satisfaction and suggestions for improvements.

Section three will examined the use of these services merged into the following group: Hospital based services (Outpatients, A&E, Day Surgery, and Admission to Hospital), Community and Allied health services (Dental services {private and public} and Other Community Health Services) and GP and specialist services.

These are descriptive findings and are presented as a basis for discussion.

## Section 1: Total Health Service Use

### Overall Service Use

**Table 1: Total Health Service Use**

<i>Total Service use</i>	Number of Households	% of Households
Used at least one service	194	91.1
Non-service user	19	8.9
Total	213	100.0

- 91.1% of households surveyed had use at least one of the health services 3 months prior to November 1999 (survey period).

### Service use by type of service

**Table 2: Services Use by Number of Households**

Service Type	No. of Households	% of total Households
Outpatients	38	17.8
A& E	40	18.8
Day Surgery	21	9.9
Admission to Hospital	34	16.0
GP	183	85.9
Specialist	83	38.9
Dentist	48	22.5
Community & Allied Health	50	23.4
Other Community Health Services	15	7.0
Total Households	213	
Total Number of occasions of service use	512	

- The largest proportion of households (85.9%) had used a GP service over the last 3 months, followed by specialist services (38.9%) and community and allied health services (23.4%).

### User Type

**Table 3: Households by Number of Services Used**

Number of services used	No. of Households	% of Households
0	19	8.9
1	60	28.0
2 to 3	82	38.3
4 or more	53	24.8
Total	213	100.0



- There were 19 households (8.9%) where no services were used.
- Single service users (households) accounted for 28% of the sample.
- The majority of households used 2 to 3 services (38.3%).
- Overall, 63.1% of households were multiple service users (had used one service or more).

*Services by Tenure type*

**Table 4: Service Use by Housing Type (No. of occasions of use)**

Services Used	Occasion of Service Use				
	Public			Private	Total
	Houses	Flats	Total	Houses	
Outpatient Services	11	7	18	20	38
Accident & Emergency	10	13	23	17	40
Day Surgery	7	9	16	5	21
Admission to Hospital	10	8	18	16	34
GP	53	40	93	90	183
Specialist	20	17	37	46	83
Dentist	13	13	26	22	48
Community Allied Health	17	9	26	24	50
Used other Community	4	4	8	7	15
Total households	50	61	111	102	213
Total Number of occasions of service	145	120	265	247	512

**Table 5: Proportion of occasions of Health Service Use**

Health Service	Proportion of total occasions of use			
	Public Housing	95% CI	Private Houses	95% CI
Outpatient Services	6.8	3.8 - 9.8	8.1	4.7 - 11.5
Accident & Emergency	8.7	5.3 - 12.1	6.9	3.7 - 10.0
Day Surgery	6.0	3.2 - 8.9	2.0	0.3 - 3.8
Admission to Hospital	6.8	3.8 - 9.8	6.5	3.4 - 9.5
GP	35.1	29.3 - 40.8	36.4	30.4 - 42.4
Specialist	14.0	9.8 - 18.1	18.6	13.8 - 23.5
Dentist	9.8	6.2 - 13.4	8.9	5.4 - 12.5
Community Allied Health	9.8	6.2 - 13.4	9.7	6.0 - 13.4
Used other Community	3.0	1.0 - 5.1	2.8	0.8 - 4.9

- Residents in private houses were significantly more likely to have been admitted for day surgery or be seen by a specialists.

**Table 6: Health service use by public housing**

<i>Health Service</i>	% of total occasion of use			
	<i>Flats</i>	<i>Public Housing</i>		<i>House</i>
		<i>95% CI</i>		<i>95% CI</i>
Outpatient Services	5.8	1.6 - 10.0	7.6	3.3 - 11.9
Accident & Emergency	10.8	5.3 - 16.4	6.9	2.8 - 11.0
Day Surgery	7.5	2.8 - 12.2	4.8	1.3 - 8.3
Admission to Hospital	6.7	2.2 - 11.1	6.9	2.8 - 11.0
GP	33.3	24.9 - 41.8	36.6	28.7 - 44.4
Specialist	14.2	7.9 - 20.4	13.8	8.2 - 19.4
Dentist	10.8	5.3 - 16.4	9.0	4.3 - 13.6
Community Allied Health	7.5	2.8 - 12.2	11.7	6.5 - 17.0
Used other Community	3.3	0.1 - 6.5	2.8	0.1 - 5.4

- There were no significant differences in health service use between residents of public housing flats or houses.
- Those living in public flats were more likely to use Accident and Emergency services and have been admitted for Day Surgery.
- Those in houses were more likely to have used a Community and Allied Health Service.

## Service use by Ethnicity (self users only)

**Table 7: Service Use By Ethnicity of Users (self-users only)**

	Number of Uses ( service respondents only)						Total
	Overseas Born			Australian Born			
	MESC	NESB	<i>Total</i> O'seas	ATSI	Non-ATSI	<i>Total</i> Aust.Born	
Outpatient	1	5	6	2	7	9	15
A & E	1	3	4	0	12	12	16
Day Surgery	1	2	3	0	7	7	10
Admission to Hospital	1	3	4	0	6	6	10
GP	7	30	37	9	71	79	117
Specialist	1	11	12	2	24	26	38
Dentist	3	7	10	1	9	10	20
Allied Health	3	8	11	2	16	18	29
Other Community Health	1	2	3	0	2	2	5
Total number of occasions of service	19	71	90	16	154	170	260

**Table 8: Proportion of Health service use by Ethnicity**

Health Services	% of total occasion of service use			
	Ethnicity			
	<i>O'seas</i> Born	95% CI	<i>Australian</i> Born	95% CI
Outpatient	6.7	1.5 - 11.8	5.3	1.9 - 8.7
A & E	4.4	0.2 - 8.7	7.1	3.2 - 10.9
Day Surgery	3.3	-0.4 - 7.0	4.1	1.1 - 7.1
Admission to Hospital	4.4	0.2 - 8.7	3.5	0.8 - 6.3
GP	41.1	30.9 - 51.3	46.5	39.0 - 54.0
Specialist	13.3	6.3 - 20.4	15.3	9.9 - 20.7
Dentist	11.1	4.6 - 17.6	5.9	2.3 - 9.4
Allied Health	12.2	5.5 - 19.0	10.6	6.0 - 15.2
Other Community Health	3.3	-0.4 - 7.0	1.2	-0.4 - 2.8

- There are no significant differences in health service use between overseas born and Australian born respondents.

**Table 9: Proportion of Health Service Use by Overseas Born**

Health Service	% of total occasion of service use			
	Overseas Born			
	<i>NESB</i>	<i>95% CI</i>	<i>MESC</i>	<i>95% CI</i>
Outpatient	7.0	1.1-13.0	5.3	-4.8-15.3
A & E	4.2	-0.5-8.9	5.3	-4.8-15.3
Day Surgery	2.8	-1.0-6.7	5.3	-4.8-15.3
Admission to Hospital	4.2	-0.5-8.9	5.3	-4.8-15.3
GP	42.3	30.8-53.7	36.8	15.2-58.5
Specialist	15.5	7.1-23.9	5.3	-4.8-15.3
Dentist	9.9	2.9-16.8	15.8	-0.6-32.2
Allied Health	11.3	3.9-18.6	15.8	-0.6-32.2
Other Community Health	2.8	-1.0-6.7	5.3	-0.8-15.3

- There was no significant difference in health service use between those born in a Non-English Speaking country and those born in a major English speaking country.

## Section 2 Individual Health Services

### Outpatient Services

**Table 10: Household use of outpatient services**

Used OP services	No. of Households	% of total Households
Yes	38	17.8
No	175	82.2
Total	213	100.0

- 17.8 % of households had used Outpatient services.

**Table 11: Who used Outpatient Services**

Service User	Outpatient Services	
	Number of Persons	% of Users
Self	13	59.0
Another Adult	6	27.3
Child	3	13.7
Unknown	16	-
Total	38	100.0

- Of the known uses of outpatient the respondents themselves used services 59.0%.

**Table 12: Outpatient Service Location**

Hospital	Number of Household	% of Households
Liverpool	24	63.2
Other SWS	4	10.5
Other Syd Met	3	7.9
Other	1	2.6
Unknown	6	15.8
Total Users	38	100
Total Households	213	

- The majority of OP services were accessed through Liverpool hospital (63.2% of total OP usage).

**Table 13: Reasons for visiting Outpatient services**

(n=38 households)	Occasions of service use	% of all Visits to OP
Diagnostic/prev. proc.	3	7.7
Medic/treatment	2	5.1
Referrals/other REF	1	2.6
General and Unspecified	2	5.1
Digestive	1	2.6
Eye	2	5.1
Circulatory	4	10.3
Musculoskeletal	3	7.7
Psychological	3	7.7
Respiratory	1	2.6
Skin	1	2.6
Endocrine & Metabolic	5	12.8
Urology	1	2.6
Pregnancy & Family Planning	4	10.3
Unknown	6	15.4

- The most mentioned (known) reasons for visiting Outpatient services were for endocrine and metabolic problems (12.8%), followed by circulatory problems (10.3%).

**Table 14: Outpatient service ratings**

Rating	No of Users	% of OP Users
Excellent	12	31.5
Very good	15	39.5
Good	6	15.9
Fair	1	2.6
Poor	3	7.9
Unknown	1	2.6
Total Users	38	100

- 12.6% of users rated the service as excellent and very good (5.6% and 7.0% respectively)

**Table 15: Access to Outpatient services**

Access	No. of Households	% of Households
Very easy	16	7.5
Fairly easy	11	5.2
Fairly difficult	3	1.4
Very difficult	8	3.8
Total users	38	17.8

- The majority of households, who used OP services, found these to be very or fairly easy to access (7.5%and 5.2% respectably).

**Table 16: Difficulties in Accessing Outpatient services**

Suggestions (n=11 households)	Times Mentioned
Waiting lists	4
Waiting when arrive at service	1
Transport	1
Parking	3
General	1
Communication	1

- The most frequently mentioned difficulties in accessing outpatient services were waiting lists and parking.

**Table 17: Improvement to Outpatient services**

Suggestions (n= 17 households)	Times Mentioned
Waiting lists	2
Waiting when arrive at service	3
Negotiating for appointments phone in person	1
Transport	1
Quality of Service	3
Politeness/manners	2
Empathy/kindness	2
General	2
Communication	2
Interpreter needed	1
Lack of Services	2

- The most suggested improvements for OP services were reducing waiting times once at the service and quality of the services provided.

*Accident & Emergency Service*

**Table 18: Households use of A&E Services**

Used A&E	No. of Households	% of total Households
Yes	40	18.8
No	173	81.2
<b>Total</b>	<b>213</b>	<b>100.0</b>

- 18.8% of households interviewed had used Accident and Emergency services.

**Table 19: Who used A&E services**

Service User	A & E Services	
	Number of Persons	% of Users*
Self	17	65.4
Another Adult	4	15.4
Child	5	19.2
Unknown	14	
<b>Total</b>	<b>40</b>	<b>100.0</b>

\*excludes unknown cases

- Respondents using A&E services themselves accounted for 65.4 % of total A&E use.

**Table 20: Reasons for A&E use**

(N= 40 households)	Times Mentioned	% of all A&E reasons Mentioned
Diagnostic/prev proc	1	2.4
General and Unspecified	4	9.8
Digestive	3	7.3
Eye	1	2.4
Circulatory	4	9.8
Musculoskeletal	7	17.1
Neurological	4	9.8
Psychological	1	2.4
Respiratory	5	12.2
Skin	1	2.4
Endocrine&Metabolic	2	4.9



Urology	1	2.4
Unknown	7	17.1

- The majority of users visited A& E services due to Musculoskeletal problems followed by respiratory problems.

**Table 21: Location of A&E services**

	No. of Households	% of Households*
Liverpool	36	92.3
Other SWS	3	7.7
Unknown	1	
<b>Total</b>	<b>40</b>	<b>100</b>

\*excludes unknown cases

- 92.3% of households accessed A&E services through Liverpool Hospital.

**Table 22: A&E service rating**

Rating	No. of Households	% of total Households*
Excellent	9	25.0
Very good	8	22.2
Good	7	19.4
Fair	8	22.2
Poor	4	11.2
Unable to comment	1	
Unknown	3	
<b>Total</b>	<b>40</b>	<b>100.0</b>

\* excludes unable to comment and unknown cases

- The majority of households rated A&E services as excellent (25.0%) or very good (22.2%).
- 33.4% rated them as fair or poor (22.2% and 11.2% respectively).

**Table 23: Access to A&E Services**

	No. of Households	% of Households*
Very easy	9	23.7
Fairly easy	17	44.7
Fairly difficult	5	13.2

Very difficult	7	18.4
Unknown	2	
Total	40	100.0

\* excludes unknown cases

- 68.4% of households found access to A&E services to be very easy or fairly easy.
- 31.6% of users found access either fairly difficult (13.2%) or very difficult (18.4%).

**Table 24: Difficulties in Accessing A&E Services**

Difficulties (n=16 households)	Times Mentioned
Waiting	1
Waiting lists	2
Waiting when arrive at service	4
Transport	1
Travel to service in Liverpool	1
Parking	2
Politeness/manners	1
Lack of Services	2
Unknown	2

\* excludes unknown cases

- Amongst the households who mentioned difficulties in accessing A&E services (16), the most frequently mentioned were waiting time once at the A&E services, parking and waiting lists.

**Table 25: Improvements to A&E Services**

Suggestions (n=27 households)	Times Mentioned
Waiting lists	1
Waiting when arrive at service	2
Transport	1
Travel out of the area	1
Parking	1
Quality of Service	6
Politeness/manners	1
Empathy/kindness	1
Wait areas noisy/children	2
Information	1
Treatment'	1
General	1
Lack of Services	13

- Increasing A&E services were the most frequently mentioned improvement followed by quality of the services provided.

Day Surgery

**Table 26: Household Use of Day Surgery**

	No. of Households	% of Total Households
Used the service		
Yes	21	9.8
No	192	90.2
Total	213	100

- 9.8% of households used day surgery services.

**Table 27: Who used Day Surgery**

Service User	Day Surgery	
	Number of Users	% of Users*
Self	10	66.7
Another Adult	4	26.7
Child	1	6.7
Unknown	6	
Total	21	

\*excludes unknown cases

- The respondents themselves used 66.7% of day surgery services.

**Table 28: Reasons for visiting Day Surgery**

Reasons for visit (n=21 households)	No. of Visits	% of Visits
Medic/treatment	1	6.3
Referrals/other ref.	1	6.3
Digestive	5	31.3
Eye	3	18.8
Musculoskeletal	1	6.3
Respiratory	2	12.5
Skin	2	12.5
Male genital system	1	6.3
Unknown	8	

\*excludes unknown cases

- Of the known reasons for visiting Day surgery services, the most frequently mentioned were digestive problems followed by eye problems.

**Table 29: Day Surgery Location**

	Number of Households	% of Households*
Liverpool	10	66.7
Other SWS	2	13.3
Other Syd Met	3	20.0
Unknown	6	
<b>Total</b>	<b>21</b>	<b>100.0</b>

\*excludes unknown cases

- 66.7 of households who used day surgery services, went to Liverpool hospital.

**Table 30: Day Surgery Services Rating**

Rating	No. of Users	% of Total Users*
Excellent	4	23.5
Very good	10	58.8
Good	3	17.6
UK	4	
<b>Total</b>	<b>21</b>	<b>100.0</b>

\*excludes unknown cases

- The largest proportion of households that used day surgery services, found them to be very good (58.8%).
- 23.5% of Users found the services to be excellent.

**Table 31: Access to Day Surgery Services**

Access	No. of Users	% of Users*
Very easy	7	35.0
Fairly easy	8	40.0
Fairly difficult	1	5.0
Very difficult	4	20.0
Unknown	1	
<b>Total</b>	<b>21</b>	<b>100.0</b>

\*excludes unknown cases

- Most users of Day Surgery services found them to be fairly easy to access (38.1%).
- Those users who found access either fairly difficult or very difficult accounted for 23.8%.

**Table 32: Difficulties Accessing Day Surgery**

Difficulties (n=5 households)	Times Mentioned
Waiting when arrive at service	1
Transport	2
Travel out of the area	1
Parking	1

- The most frequently mentioned difficulty in accessing Day Surgery Services was transport.

**Table 33: Improvements to Day Surgery**

Suggestions (n=6 households)	Times Mentioned
Waiting lists	1
Quality of Service	1
Treatment	1
General	1
Lack of Services	2

- The most frequently suggested improvement for Day Surgery services was increasing the number of services.

*Admission to Hospital*

**Table 34: Household Admission to Hospital**

Admission	No. of Users	% of Users
Yes	34	16.0

No	179	84.0
Total	213	100.0

- 16% of households had hospital admissions over the last 3 months (from date of survey)

**Table 35: Who was admitted to Hospital**

Service User	Admissions to Hospital	
	Number of Users	% of Users*
Self	12	50.0
Another Adult	8	33.3
Child	4	16.7
Unknown	10	
Total	34	100.0

\*excludes unknown cases

- Respondents themselves had the largest proportion of hospital admissions, accounting for 50.0% of all those who used the service.

**Table 36: Hospital Location**

Hospital	No. of Users	% of Users
Liverpool	27	79.4
Other SWS	5	14.7
Other Syd Met	2	5.9
Total	34	100.0

- 79.4% of hospital admissions occurred in Liverpool hospital.

**Table 37: Reasons for Hospital Admission**

Reasons for Admission	No of
-----------------------	-------

(n=34 households)	Visits
Medic/treatment	1
General and Unspecified	1
Digestive	3
Circulatory	2
Musculoskeletal	5
Neurological	4
Psychological	1
Respiratory	6
Urology	2
Pregnancy & Family Planning	1
Female genital system	1
Unknown	7

\*excludes unknown cases

- The most common reasons for hospital admissions were due to Respiratory problems, musculoskeletal problems and neurological problems.

**Table 38: Hospital Admission Rating**

Rating	No. of Users	% of Users*
Excellent	10	31.3
Very good	12	37.5
Good	7	21.9
Fair	2	6.3
Poor	1	3.1
Unknown	2	
Total	34	100.0

\*excludes unknown cases

- 31.3% of users rated hospital services as excellent, a further 37.5% rated it as very good.

**Table 39: Hospital Admission rating**

Access	No. of Users	% of Users*
Very easy	14	42.4
Fairly easy	11	33.3
Fairly difficult	1	3.0
Very difficult	5	15.2
Don not know	2	6.1
Unknown	1	
Total	34	100.0

\*excludes unknown cases

- The majority of users found access to hospital services very easy (41.4%) or fairly easy (33.3%).

- Those who found access difficult accounted for 18.2% of all users.

**Table 40: Difficulties with Hospital Admissions**

Difficulties (n=10 households)	Times Mentioned
Waiting	1
Waiting lists	4
Transport	1
Parking	1
Lack of Services	2
Unknown	1

\*excludes unknown cases

- The single most mentioned access difficulty for hospital admissions was waiting lists.

**Table 41: Improvements to Hospital Admissions**

Improvements (n=17 households)	Times Mentioned
Waiting	1
No charges for medicine	1
Walking inside hospital	1
Parking	1
Quality of Service	2
Empathy/kindness	2
Information	2
Treatment	1
General	2
Communication	2
Lack of Services	7

- The single most mentioned suggestion for improving hospital admissions was to increase services.

### GP Services

**Table 42: Household Use of GP services**

Used GP	No. of Households	% of total Households
Yes	183	85.9
No	30	14.1
<b>Total</b>	<b>213</b>	<b>100.0</b>

- 85.9% of households had used a GP service over the 3 months prior to the survey.



**Table 43: Who used GP services**

Service User	GP Services	
	Number of Users	% of Users*
Self	116	61.1
Another Adult	38	20.0
Child	36	18.9
Unknown	36	
Total occasions of service	226	100.0

\*excludes unknown cases

- A total of 226 persons had used GP services.
- The survey respondents had used the majority of these (61.1%) themselves.
- 18.9% of all GP users were children.

**Table 44: Type of GP service**

	No. of Households	% of total Households*
Public (bulk billing)	164	95.9
Private	7	4.1
Unknown	12	
Total	183	100.0

\*excludes unknown cases

- 95.9% of GP services used were Bulk Billing services.

**Table 45: GP Services rating**

Rating	No. of Households	% of Households*
Excellent	76	42.9
Very good	55	31.1
Good	36	20.3
Fair	9	5.1
Poor	1	0.6
Unknown	6	
Total	183	100.0

\*excludes unknown cases

- The majority of households considered GP services to be excellent (42.9%) or very good (31.1%).

**Table 46: Access to GP services**

	No. of Households	% of Households*
Very easy	112	61.9
Fairly easy	57	31.5
Fairly difficult	5	2.8
Very difficult	6	3.3
Do not know	1	0.6
Unknown	2	
<b>Total</b>	<b>183</b>	<b>100.0</b>

\*excludes unknown cases

- Access to GP services was considered to be very easy (61.9%) or fairly easy (31.5%).
- Those households experiencing access difficulties accounted for 6.1% of all households who used the service.

**Table 47: Difficulties in Accessing GP services**

Difficulties (n=25 households)	Times Mentioned
Waiting	2
Waiting lists	1
Waiting when arrive at service	6
Cost	1
Costs tests/investigations	1
Fares/ travel	1
Transport	6
Travel out of the area	1
Parking	1
General	2
Lack of Services	2
Unknown	1

- 25 of 183 households mentioned having difficulties accessing GP services
- Waiting time on arrival and transport, were the two most frequently mentioned difficulties in accessing GP services.

**Table 48: Improvements to GP Services**

Suggestions (n=35 households)	Time Mentioned
Waiting	1
Waiting lists	4
Waiting when arrive at service	4
Not enough time to spend with you	4
Negotiating for appointments phone in person	4
Cost	1
Costs tests/investigations	2
Transport	1
Quality of Service	3
Politeness/manners	1
Empathy/kindness	1
Information	1
Medication	1
General	1
Lack of Services	7
Home Care	1
<b>Total</b>	<b>37</b>

- Increasing the number of GPs was the most frequently mentioned suggestion for improving the services.

*Specialist Services*

**Table 49: Household use of Specialists**

Used Specialist Services	No .of Households	% of total Households
Yes	83	39.0
No	130	61.0
<b>Total</b>	<b>213</b>	<b>100.0</b>

- 39.0% of households had used a specialist over the 3 months prior to the survey.

**Table 50: Who used Specialists**

Service User	Specialist	
	Number of Users	% of Users*

Self	38	56.7
Another Adult	20	29.9
Child	9	13.4
Unknown	25	
<b>Total occasions of service</b>	<b>92</b>	<b>100.0</b>

\*excludes unknown cases

- 56.7% of specialist users were the survey respondents themselves.
- 13.4% of specialist users were children.

**Table 51: Type of Specialist used**

Specialist (n=83 households)	No. of Occasions of use
Surgeon	9
Physician	2
Ophthalmologist	5
Obstetrician/Gynecologist	2
Orthopedic Surgeon	3
Ear nose and throat surgeon	3
Dermatologist	4
Urologist	6
Neurologist	3
Psychiatrist	3
Pediatrician	3
Allergist	1
Dentist	1
Other specialist or health Professional	42

- The single most used specialists were surgeons, followed by Urologist.

**Table 52: Type of Service used**

Service Type	No. of Households	% of Households*
Public	31	59.6
Private	21	40.4
Unknown	31	
<b>Total</b>	<b>83</b>	<b>100.0</b>

\*excludes unknown cases

- 59.6% of specialist services used were in the public sector.

**Table 53: Specialists Rating**

Rating	No. of	% of
--------	--------	------

	Households	Households
Excellent	31	39.7
Very good	28	35.9
Good	13	16.7
Fair	2	2.6
Poor	2	2.6
Unable to comment	1	1.3
Do not know	1	1.3
Unknown	5	
Total	83	100.0

\*excludes unknown cases

- The largest proportion of specialist users, found the services to be excellent (39.7%), or very good (35.9%).

**Table 54: Access to Specialist Services**

Rating	No. of Users	% of Users*
Very easy	27	33.3
Fairly easy	34	42.0
Fairly difficult	6	7.4
Very difficult	11	13.6
Don not Know	3	3.7
Unknown	2	
Total	83	100.0

\*excludes unknown cases

- Most users of specialist services found access to be fairly easy (42.0%) or very easy (33.3%).
- Those who found access of some difficulty accounted for 21.0% of all households.

**Table 55: Difficulties in Accessing Specialist**

Difficulties (n=25 households)	Times Mentioned
Waiting	2

Waiting lists	6
Waiting when arrive at Service	2
Negotiating for appointments	
Phone in person	3
Cost	1
Fares/ travel	1
Transport	6
Parking	2
General	1

\*excludes unknown cases

- The two most frequently mentioned difficulties in accessing specialist services were waiting lists and transport.

**Table 56: Improvements to Specialist Services**

Suggestions (n=30 households)	Times Mentioned
Waiting	1
Waiting lists	3
Waiting when arrive at service	3
Not enough time to spend with you	1
Negotiating for appointments	2
Cost	2
Costs tests/investigations	1
Transport	1
Travel to service in Liverpool	1
Travel out of the area	2
Parking	2
Quality of Service	2
Politeness/manners	3
Empathy/kindness	2
Information	2
General	3
Communication	3
Lack of Services	5
<b>Total</b>	<b>39</b>

- Increasing services was the most frequently suggested improvement to specialist services.

*Dental Services*

**Table 57: Household use of Dental Services**

	No. of Households	% of Households
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Yes	48	22.5
No	165	77.5
Total	213	100.0

- 22.5% of households had seen or needed to see a dentist over the 3months prior to the survey.

**Table 58: Who used Dental services**

Service User	Dental Services	
	Number of Persons	% of Users*
Self	20	66.7
Another Adult	8	26.7
Child	2	6.7
Unknown	19	
Total ex occasions of use	49	100.0

\*excludes unknown cases

- 66.7% of users were the respondents themselves

**Table 59: Type of Dental Service**

	No. of Households	% of Households*
Public	14	42.4
Private	19	57.6
Unknown	15	
Total	48	100.0

\*excludes unknown cases

- The majority of dental services used were in the private sector, accounting for 57.6% of all services used.

**Table 60: Dental Services Rating**

Rating	No. of Households	% of Households*
Excellent	5	13.9

Very good	13	36.1
Good	10	27.8
Fair	4	11.1
Poor	4	11.1
Unknown	12	
<b>Total</b>	<b>48</b>	<b>100.0</b>

\*excludes unknown cases

- Most households who used dental services rated these as very good 36.1%.

**Table 61: Access to Dental Services**

Access	No. of Households	% of households
Very easy	18	11.5
Fairly easy	55	35.3
Fairly difficult	27	17.3
Very difficult	56	35.9
<b>Total</b>	<b>156</b>	<b>100.0</b>

\*excludes unknown cases

- Access to dental services was largely considered to either be very difficult or fairly difficult (35.9% & 17.3% respectively).

**Table 62: Difficulties in Accessing Dentists**

Difficulties (n=95 households)	Times Mentioned



Waiting	8
Waiting lists	27
Waiting when arrive at service	4
Not enough time to spend with you	1
Negotiating for appointments phone	8
Cost	18
No Dr. charges	2
Costs tests/investigations	10
Transport	4
Travel to service in Liverpool	2
Travel out of the area	5
Parking	2
Quality of Service	4
Wait areas noisy/children	1
Information	2
Treatment	1
General	1
Communication	1
Lack of Services	22
Dental	5
Unknown	1

- The single most mentioned difficulty in accessing dental services was waiting lists.
- Other access difficulties included, lack of services and costs.

**Table 63: Improvement to Dentists**

Suggestions (n=26 households)	Times Mentioned
Waiting	2
Waiting lists	6
Waiting when arrive at service	1
Negotiating for appointments	1
Cost	6
No Dr. charges medicine	2
Costs tests/investigations	2
Quality of Service	3
General	2
Lost letters	1
Lack of Services	6
Dental	3

- The three most frequently suggested improvements to dental services were, reducing waiting lists, increasing services and reducing costs.

*Community & Allied Health Services*

**Table 64: Household use of Community and Allied Health Services**

	No. of Households	% of Households
Yes	50	23.5
No	162	76.1
No but seen private service provider	1	.5
<b>Total</b>	<b>213</b>	<b>100.0</b>

- 23.5% of households had used a community & allied health service over the 3 months prior to the survey.

**Table 65: Who used the Service**

Service User	Community & Allied Services	
	Number of Users	% of Users*
Self	29	60.4
Another Adult	10	20.8
Child	9	18.8
Unknown	2	
<b>Total</b>	<b>50</b>	<b>100.0</b>

\*excludes unknown cases

- 60.4% of users were the survey respondent themselves.
- 18.8% of users were children.

**Table 66: Type of Services Used**

Service(n=50 households)	Times Used	% of all Specialist
Speech Pathology	6	13.0
Physiotherapy	10	21.7
Social Work	2	4.3
Occupational Therapy	1	2.2
Dental	1	2.2
Community Counseling	9	19.6
Dietetics	2	4.3
Multicultural Health	1	2.2
Community Development	2	4.3
Community Nursing	12	26.1
Unknown	4	
<b>Total occasions of service use</b>	<b>50</b>	<b>100.0</b>

\*excludes unknown cases

- The single most used service was community nursing, accounting for 26.1% of all service used.
- Physiotherapist was the second most used service (21.7%) followed by community counselling (19.6%).

**Table 67: Location of Community and Allied Health services**

Location	No. Users	% of Users
Liverpool CHC	6	12.0
Liverpool Hospital	12	24.0
Hoxton Park CHC	3	6.0
Miller CHC	2	4.0
Other	27	54.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

- The majority (54.0%) services were accessed at locations other than Liverpool Hoxton Park or Miller.

**Table 68: Community & Allied Health services rating**

Rating	No. of Households	% of Households*
Excellent	13	28.3
Very good	13	28.3
Good	13	28.3
Fair	2	4.3
Poor	2	4.3
Unable to comment	3	6.5
Unknown	4	
<b>Total</b>	<b>50</b>	<b>100.0</b>

- The majority of users rated services as good (28.3%), very good (28.3%) or excellent (28.3%).

**Table 69: Access to Community & Allied Health Services**

Access	No. of Households	% of Households
Very easy	23	50.0
Fairly easy	15	32.6
Fairly difficult	2	4.3
Very difficult	6	13.0
Unknown	4	
<b>Total</b>	<b>50</b>	<b>100.0</b>

\*excludes unknown cases

- The majority of users considered access to be fairly easy (32.6%) or very easy (50.0%). Those with access difficulties accounted for 17.3%.

**Table 70: Difficulties in Accessing Community & Allied Health Services**

Difficulties	Times
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(n=14 households)	Mentioned
Waiting List	3
Waiting	2
Waiting when arrive at service	2
Negotiating for appointments phone in person	2
Parking	1
Quality of Service	1
Hygiene equipment	1
Lack of Services	1

- The most mentioned difficulties in accessing services Community & Allied Health services were the waiting lists.

**Table 71: Improvements to Community & Allied Health Services**

Improvements (n=18 households)	Time Mentioned
Waiting lists	1
Waiting when arrive at service	2
Not enough time to spend with you	2
Negotiating for appointments	1
Cost	1
Quality of Service	3
Empathy/kindness	1
Hygiene equipment	3
Information	3
Treatment'	1
General	1
Communication	2
Lack of Services	3

- The three most suggested improvements included Information, quality of services and hygiene and equipment.

### *Other Community Health Services*

**Table 72: Household use of Other**

**Community Health services**

	No. of Households	% of Households
Yes	15	7.0
No	198	93.0
Total	213	100.0

- 7.0% of households used other community health services.

**Table 73: Who used the Other Community Health service**

Service User	Other Community Health Services	
	Number of Users	% of Users
Self	5	33.3
Another Adult	5	33.3
Child	5	33.3
Total	15	100.0

- Types of persons using the services were equally distributed.

**Table 74: Reasons for Using Other Community Health services**

Service used	No of Visits	% of Visits*
Speech Pathology	1	7.7
Physiotherapy	2	15.4
Social Work	1	7.7
Community Counseling	1	7.7
Multicultural Health	1	7.7
Community Nursing	7	53.8
Unknown	2	
Total occasions of use	15	100

\*excludes unknown cases

- The single most used service was community nursing.

**Table 75: Location of Other Community Health Services**

	No. of	% of
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	Households	Households
Liverpool CHC	5	33.3
Liverpool Hospital	3	20.0
Hoxton Park CHC	3	20.0
Other	4	26.7
Total	15	100.0

- Most services were accessed through Liverpool CHC.

**Table 76: Rating of Other Community Health Services**

Rating	No. of Households	% of Households*
Excellent	3	25.0
Very good	5	41.7
Good	3	25.0
Poor	1	8.3
Unknown	3	
Total	15	100.0

\*excludes unknown cases

- Most services used were rated as very good (41.7%).

**Table 77: Access to Other Community Health Services**

Access	No. of Households	% of Households
Very easy	4	30.8
Fairly easy	6	46.2
Fairly difficult	1	7.7
Very difficult	2	15.4
Unknown	2	
Total	15	100.0

\*excludes unknown cases

- 46% of households reported access to be fairly easy.
- Those having difficulties accounted for 23.1%.

**Table 78: : Difficulties in Accessing Other Community Health Services**

<u>Difficulties (n=4 households)</u>	<u>No. of times Mentioned</u>
Transport	1
Parking	1
Lack of Services	2

- The most mentioned access difficulty was lack of Services.

### Section 3: Health Services by Groups

#### *Community & Allied Health Services*

These services include public dental services, Community & Allied Health and other community health services. It looks at the number of households that used either one of these services.

#### *Service Use*

**Table 79: Household Use of Community & Allied Health Services**

	No. of Occasions used	% of total Occasions used
Public Dental	48	42.4
Community & Allied Health	50	44.3
Other Community Health Service	15	13.3
<b>Total</b>	<b>113</b>	<b>100.0</b>

- Community and Allied Health services were used in 113 occasions

#### *Service Users*

**Table 80: Who used Community and Allied Health Services.**

User	Total Persons	% of Persons*
Self	54	58.0
Another Adult	23	24.8
Child	16	17.2
Unknown	21	
<b>Total</b>	<b>114</b>	<b>100.0</b>

\* excludes unknown

- The majority of service users were the respondents themselves, accounting for 58.0% of all known users. Children accounted for 17.2% of all service users.

#### *Age of Service Users (self only)*

**Table 81: Age of Service users**

Age	No. of Persons	% of Persons
18-24	5	9.3
25-44	16	29.5
45-64	19	35.2
65+	14	26.0
<b>Total</b>	<b>54</b>	<b>100.0</b>



- The majority of survey respondents (35.2%), who used community and allied health services, were aged between 45-64. 26.0% of persons were over 65 years of age.

*Service Use by Tenure Type*

**Table 82: Service Use by Tenure Type**

	No. of Households	% of Households
Public Flats	(25)	(28.7)
Public Houses	(22)	(25.3)
<b>Total Public</b>	<b>47</b>	<b>54.0</b>
<b>Private Houses</b>	<b>40</b>	<b>46.0</b>
<b>Total</b>	<b>87</b>	<b>100.0</b>

- 54.0% of all households using community & allied health services were public housing tenants. Of these, 28.7% were in flats. Private home-owners accounted for 46.0% of service use.

*Service Satisfaction*

**Table 83: Services Rating**

Rating	No. of Services	% of Services*
Excellent	21	23.1
Very good	31	34.2
Good	26	28.6
Fair	6	6.4
Poor	7	7.7
Unable to comment	4	
Unknown	18	
<b>Total</b>	<b>113</b>	<b>100.0</b>

\* excludes, unable to comment & unknown cases

- Community & Allied health services were mostly rated as very good (34.2%) or good (28.6%).

**Figure 1: Community & Allied Health Services Rating**



*Hospital Based Services*

*Service Use*

251 hospital-based services were used, these included Outpatients, Accident and Emergency, Day surgery and Admission to Hospital.

**Table 84 : Household Use of Hospital Based Services**

	No. of Services	% of Services
Outpatient Services	38	28.5
Accident & Emergency	40	30.2
Day Surgery	21	15.7
Admission to Hospital	34	25.6
<b>Total</b>	<b>133</b>	<b>100.0</b>

*Service Users*

**Table 85: Who Used Hospital Based Services**

User	Total Persons	% of Persons*
Self	52	59.8
Another Adult	22	25.3
Child	13	14.9
Unknown	46	

Total	133	100.0
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\*excludes unknown

- The 133 hospital services were used by 133 single users, form 86 households.
- The majority of users being the survey respondents themselves (accounting for 59.8% of all known users).

*Age of Service Users (self only)*

**Table 86: Age of Service users**

Age	No. of Persons	% of Persons*
18-24	7	13.7
25-44	15	29.4
45-64	14	27.5
65+	15	29.4
Unknown	1	
<b>Total</b>	<b>52</b>	<b>100.0</b>

\* excludes unknown

- The majority of survey respondents using hospital services either aged over 65 or between 25-44 (29.4% respectably).

*Service Use by Tenure Type*

**Table 87: Hospital Service Use by Tenure Type**

Housing Type	No. of Households	% of Households
Public Flats	(24)	(27.9)
Public Houses	(22)	(25.6)
<b>Total Public</b>	<b>46</b>	<b>53.5</b>
<b>Private Houses</b>	<b>40</b>	<b>46.5</b>
<b>Total</b>	<b>86</b>	

- 53.5% of households using hospital-based services were public housing tenants, a proportion slightly higher than the total sample. (Total public housing accounts for 52.1% of total sample). Hospital use by private owners accounted for 46.5%.

*Service Satisfaction*

**Table 88: Hospital Based Services Rating**

Rating	No. of Services	% of Services*
Excellent	35	29.4
Very good	45	37.8
Good	20	16.8
Fair	11	9.3
Poor	8	6.7
Unable to comment	4	
Unknown	10	

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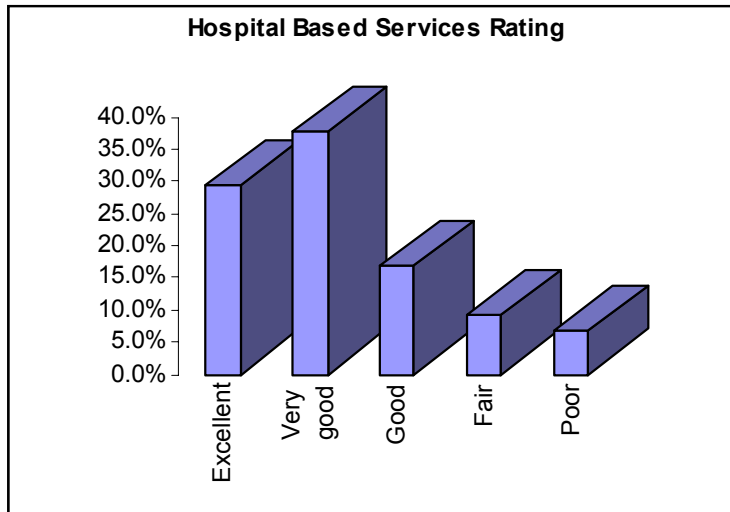
Total	133	100.0
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\* excludes ,unable to comment & unknown cases

- Most hospital based services (37.8), were rated as being very good, 29.4% were rated as excellent.

**Figure 2: Hospital Based Services Rating**



### General Practitioners and Specialist Services

These include all general practitioners and all specialist services either public or private.

#### Service Use

**Table 89: Household Use of GP & Specialist Services**

	No. of Occasions of use	% of total occasions used
General Practitioner	183	68.8
Specialists	83	31.2
Total	266	100.0

- General practitioners and all specialist services were used on 226 occasions

#### Services Users

**Table 90: Who used the Service**

User	Total Persons	% of Persons*
Self	154	60.0
Another Adult	58	22.5
Child	45	17.5
Unknown	60	

Total	318	100.0
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\*excludes unknown cases

- 60.0% of GP and specialist users were the survey respondents themselves. Children accounted for 17.5% of users.

*Age of Service User (self only)*

**Table 91: Age of Service Users**

Age	No. of Persons	% of Persons*
18-24	10	6.6
25-44	45	29.6
45-64	51	33.6
65+	46	30.2
Unknown	2	
<b>Total</b>	<b>154</b>	<b>100.0</b>

\* excludes unknown cases

- Of those who used the services for them, 33.6% were aged between 45 and 64.
- 30.2% of users (self- only) were over 65 years of age.

*Service Use by Tenure Type*

**Table 92: GP and Specialist Use by Tenure Type**

Housing Type	No. of Households	% of Households
Public Flats	(54)	(29.2)
Public Houses	(39)	(21.1)
<b>Total Public</b>	<b>93</b>	<b>50.3</b>
<b>Private Houses</b>	<b>92</b>	<b>49.7</b>
<b>Total</b>	<b>185</b>	<b>100.0</b>

- Of the 185 households using GP and specialist services, 50.3% were in public housing.
- Private home owners accounted for 49.7% of all households using the services.

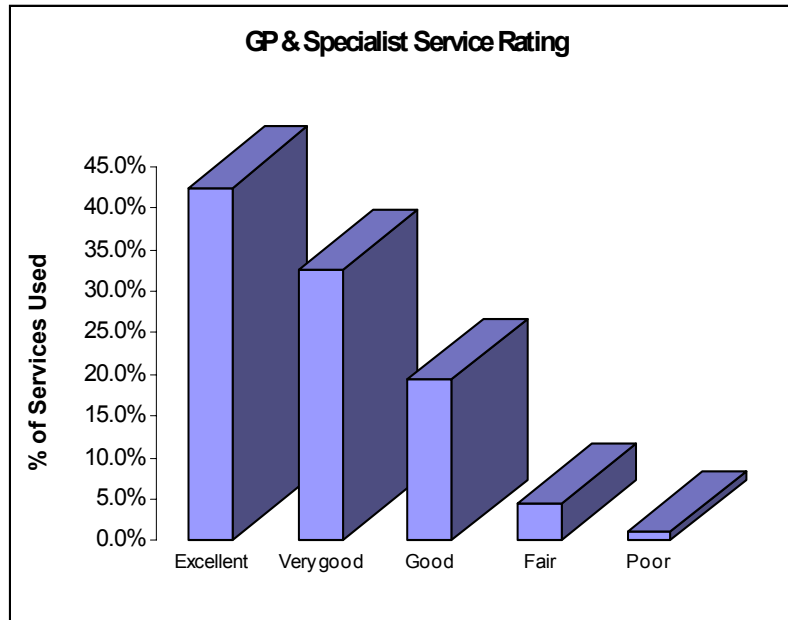
*Service Satisfaction*

**Table 93: GP and Specialists Rating**

	No. of Services	% of Services*
Excellent	107	42.5
Very good	82	32.5
Good	49	19.4
Fair	11	4.4
Poor	3	1.2
Unknown	14	
<b>Total</b>	<b>266</b>	<b>100</b>

The majority of services were rated as excellent (42.5%) or very good (32.5%)

**Figure 3: GP & Specialist Rating**



#### **Section 4: Summary of Findings**

- The majority of respondents (91.1%) had used at least one type of health service at the time of the survey.
- GPs was the most frequently visited service.
- Over two thirds (63.1%) of households had used 2 or more health services.
- Those in public housing had higher uses of day surgery services than home -owners.
- Home-owners were more likely to used specialist services than public housing tenants.
- Over half of service users rated Community and Allied Health services as very good or excellent.
- The majority of users rated hospital based services as very good.
- The majority of users rated GP's and Specialist services as excellent.
- Taking care of 'one-self' was considered the most important influence on one's health.
- How much money you have was not considered to be as important in influencing one's health.
- Luck or chance was considered the least important factors influencing one's health.
- The majority of survey respondents (35.2%), who used community and allied health services were aged between 45-64. 26.0% of persons were over 65 years of age.
- 54.0% of all households using Community & Allied Health services were public housing tenants. Of these, 28.7% live in flats. Private home-owners accounted for 46.0% of service use.
- 53.5% of households using hospital-based services were public housing tenants, a proportion slightly higher than the total sample. (52.1% for total sample)
- Of the 185 households using GP and Specialist services, 50.3% were in public housing. Home owners accounted for 49.7% of all households using the services.
- Overall, all services in question were rated as excellent, very goog and good.