

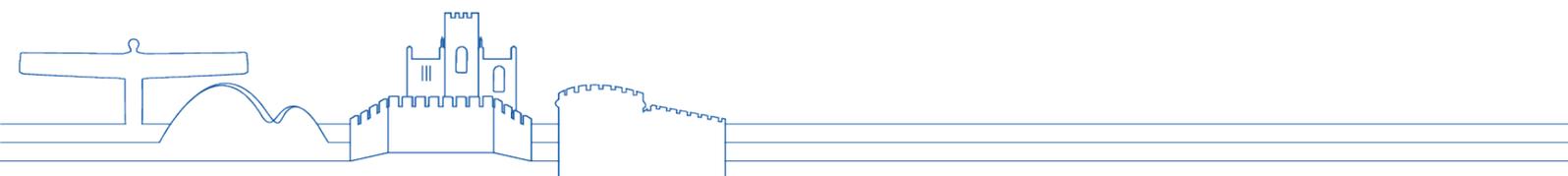


**North East and
North Cumbria**

A community health bus for Newcastle

**Findings of a patient survey to
inform the scope of the service**

September 2023





This report was produced by Involve North East on behalf of North East and North Cumbria Integrated Care Board. We are an independent organisation who specialises in involvement and engagement. We work with integrity, ensuring people's voices influence the design of services they receive.

We have vast experience and expertise in gathering the views and opinions of patients, carers and the general public in relation to health services. For example:

- service evaluations
- changes to care pathways
- locating new services

We employ quantitative and qualitative data collection techniques including:

- Questionnaires – paper-based and online
- Participatory appraisals
- Drop-in events
- Face-to-face and telephone interviews
- Focus groups
- Informal group discussions

For more information about the services we can provide please contact Andrew White on 0191 226 3450 or email andrew@involve.org.uk. Visit our website at: www.involve.org.uk

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Introduction

- NHS North East and North Cumbria Integrated Care Board (ICB) supports primary care providers operating across the region to engage and listen to patients at a local level.
- Together with Newcastle University's School of Pharmacy, Newcastle GP Services (NGPS) is developing a community health bus service for the city to help ensure that local people have access to high quality healthcare in their communities.
- Ahead of the commencement of the service they were keen to understand what people would want from it, to help inform its scope.

Initial plans for the service

- The NGPS Community Health Bus will base itself at several locations across Newcastle to offer healthcare services within local communities.
- The community health bus aims to help people who may struggle to access GP practices and other healthcare services, by offering them equal access to health checks, advice, and signposting to other NHS services.
- The service will be pharmacy student led, with nurse supervision.

Engagement activity

- Involve North East was asked to support NGPS and the School of Pharmacy to engage with patients and the general public to find out:
 - How likely they and others in their community would be to use the service.
 - How they would feel about receiving treatment from a pharmacy student.
 - Which of an initial set of services they would use.
 - Which of a potential set of future services they would use and any suggestions for other services.
 - Whether they would visit the bus at a list of locations and suggestions for other locations.
 - Times of day the service should operate.
 - Barriers to using the service.
 - How to improve access to the service.
 - Concerns about the service.
 - How to promote the service.
- Due to timescales, a survey was used to gather feedback from as many people as possible within the available timeframe.
 - The survey was available online and in other formats upon request.
 - It was open between 24th August and 22nd September 2023.
 - It was promoted across a range of channels:
 - X and Facebook, including posting in over 20 community Facebook groups.
 - VCSE organisations with the request to cascade the information e.g. Connected Voice.
 - Statutory organisations in Newcastle including Newcastle Upon Tyne Hospitals NHS Foundation Trust, Cumbria Northumberland Tyne and Wear NHS Foundation Trust and Newcastle City Council who shared it with their staff and Healthwatch who promoted through their channels.
 - GP practices via NGPS.
- Ninety-seven people who were self-selecting shared their views of the service (see Appendix 1 for profile of respondents). Survey results are not statistically representative due to the

small sample size and underrepresentation of some groups, in particular men and younger people and therefore analysis by demographic group is not possible. Caution should be taken when considering any demographic data highlighted. However, the responses received from survey participants are valid and provide a wealth of information which should be taken into consideration when planning the service offering.

- It is recommended that whilst the service is in operation, all patients should be offered the opportunity to feedback their experiences. This will enable the service to act on real-time data and adjust as necessary, to ensure that it is accessible to as many patients as possible.
- The following is a summary of the findings of the survey.

Findings

This section summarises the findings of 97 survey respondents.

Key findings

Support for the bus

- There is good support for the bus with over two-thirds of respondents stating they would personally use it. This figure increased to over four in five people when respondents considered whether their local community would use the service. They liked that it would be easy to access in terms of a drop-in service and being local to them. They also liked that it offered an additional service to their GP practice which was difficult to access for some.
- Just under one third of respondents, however, would not use the bus as they felt it was a duplication of services available at their GP practice or were uncertain of what the service was offering.

Pharmacy students

- There was strong support for pharmacy students providing advice and treatment as part of the service from over three-quarters of respondents. They liked that it gave students an opportunity for 'hands-on' patient experience which would complement their theoretical learning and felt confident in the service knowing that they were being supervised.
- The remaining respondents however were unhappy with potentially being treated by a student, wishing instead to see a qualified health professional or lacked confidence in the supervision process.

Scope of the service

- In terms of the services on offer to patients, there was strongest support for being able to have general health assessments on the bus, with over nine-in-ten respondents indicating this. Respondents would also like information and advice around health promotion.
- Other potential future services were also considered with interest in adult vaccinations, NHS health checks and ECGs in particular. Respondents suggested that the bus could also offer mental health support.
- There was support for all of the locations listed within the questionnaire but particularly Outer West Library in West Denton, Old Eldon Square and Morrisons in Byker. Other suggested locations included Lemington Community Centre and Gosforth.
- The majority of respondents would be happy to use the service across weekdays and at the weekend during the day. There was less support for a weekend evening service.

Barriers and concerns

- Two-fifths of people had concerns that the service might be too far away for them to travel to and over one third of people preferred to visit their GP. How accessible the service would be was also a concern in terms of physically accessing the bus and language barriers.
- In order to make it easier for people to use the service, respondents felt there was a need for the service to be available across a wide range of areas, be well publicised, and be accessible to disabled people and those whose first language is not English.

- Just over one sixth of respondents had concerns with the proposed service with most suggesting that it was being used to plug gaps in GP services and was offering a watered down service. Some felt that the bus might not offer the same professional standards as other NHS services and felt that there may be a lack of dignity in accessing a bus.

Promotion

- Respondents felt the service should be promoted via social media, posters and leaflets in healthcare settings and other public places in particular.

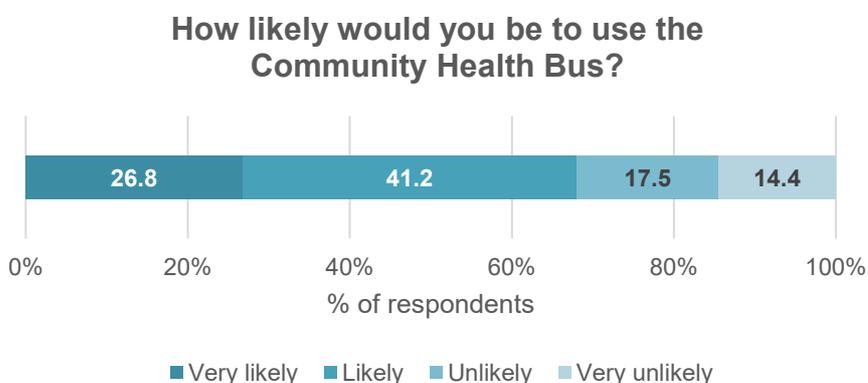
Other comments

- The majority of other comments were in support of the proposed service, however some warned that its success would depend on how accessible the service was. They felt that it would offer an alternative to GP practices where people struggle to get GP appointments.
- Two respondents suggested taking lessons from the Covid-19 Bus and engaging Community Champions and using “detached youth work principles to build trust.”
- Several people did not support the idea of the service and felt it was trying to replace GP practices. They thought that money should instead be spent on improving GP practices.

Summary of findings

Using the bus

How likely would you be to use the Community Health Bus?



No. of respondents: 97

- The majority of respondents (68.0%) were very likely or likely to use the service.
 - Reasons for this covered:

Reasons	No. of respondents	% of respondents
Would be easy to access	19	44.2
Offers an alternative to the GP	13	30.2
Offers additional support	7	16.3
Uncertainty of service scope	4	9.3

No. of respondents: 43
Respondents could give more than one answer

Most respondents felt that the service would be easy to access in terms of being able to drop-in and not make an appointment and physically accessible if it was very local to them.

“It will be an easy, on-the-go access to first-contact health services.”

“I suffer with agoraphobia and can't always get to GP so this would be helpful if it was close to me.”

“If it is local and means that it is easier to have basic checks done which frees up GP appointments for those that need them.”

“It will mainly be for my husband - he does not drive and our GP is not on a direct bus route.”

Respondents also liked the idea that they would have an alternative to their GP. A number cited difficulties in getting GP appointments at their practice.

“Problems obtaining appointments at local doctors so this may be an alternative.”

“GP service poor and puts me off using, bus staff may be more responsive.”

“If I can't get appointment with doctors, I would use this service.”

- 32.0% of respondents would be unlikely or very unlikely to use the service.
 - Of this group 86.7% were female, 40.0% were 55-64 years old, 93.3% were white British, 46.7% had a disability, 80.0% were heterosexual, 28.6% lived in NE3 and 28.6% in NE5.
 - They gave the followings reasons why:

Reasons	No. of respondents	% of respondents
Duplication of existing support	15	78.9
Uncertainty of service scope	4	21.1

No. of respondents: 19
Respondents could give more than one answer

Most felt that they could get the same service at their GP practice, found their practice easy to access or would prefer to use their GP practice.

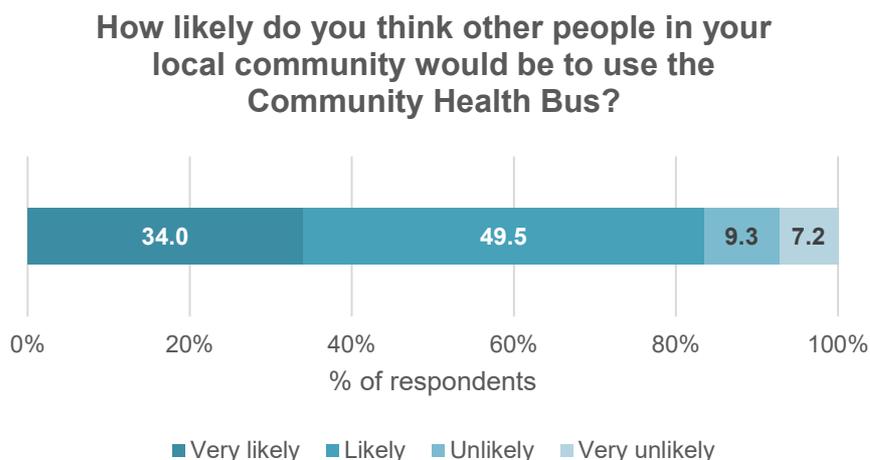
“No point when already have access to a local GP.”

“Find it very easy to access services at my GP and have a number of health conditions meaning I'm unlikely to seek care somewhere unfamiliar.”

“Because I live right beside my GP and pharmacy.”

Others were unsure how the service would operate in terms of waiting times, how much the service could do and operating times.

How likely do you think other people in your local community would be to use the Community Health Bus?



No. of respondents: 97

- The majority of respondents (83.5%) felt that those in their community would be very likely or likely to use the service.
 - Reasons for this mirrored those above:

Reasons	No. of respondents	% of respondents
Would be easy to access	23	50.0
Offers an alternative to the GP	19	41.3
Uncertainty of service scope	4	8.7
Offers additional support	3	6.5

No. of respondents: 46
Respondents could give more than one answer

Easy to access

“I think it may be used by elderly who find it difficult to travel to the GP.”

“Hopefully people would use a local service if it was open earlier and later in the day than other NHS services.”

“It’s a diverse neighbourhood [NE6] with many people who may struggle to access services so making this easier will be welcomed.”

“My community is mixed ages. I think the older folks will make the most of it.”

Alternative to GP practice

“All moan they can’t access doctors’ appointments, so its logical to say they would use this service.”

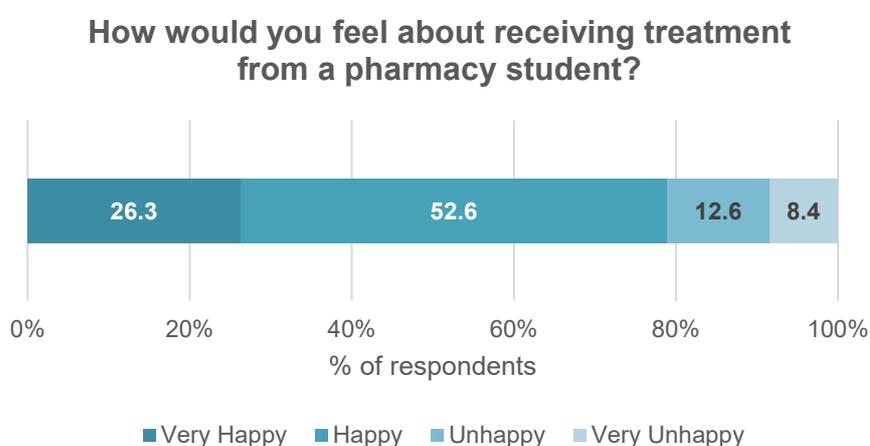
“A lot of people can’t get GP appointments and this would be amazing for those who may need advice.”

- 16.5% of respondents felt that those in their community would be unlikely or very unlikely to use the service.
 - They gave the followings reasons why:

Reasons	No. of respondents	% of respondents
Uncertainty of service scope	2	50.0
Duplication of existing support	1	25.0
Older people don't like to bother health services	1	25.0

No. of respondents: 4
 Respondents could give more than one answer

Healthcare on the bus will be delivered by Newcastle University pharmacy students, under the supervision of a nurse, so they can gain experience and training. How would you feel about receiving treatment from a pharmacy student?



No. of respondents: 95

- Over three-quarters of respondents (78.9%) would be very happy or happy if they received treatment from a pharmacy student under supervision.
 - Reasons for this were:

Reasons	No. of respondents	% of respondents
Learning opportunity for student	17	48.6
Knowing they are supervised	15	42.9
If simple treatments/advice only	3	8.6
Positive past experience with pharmacy	3	8.6
Indifferent	1	2.9
Would be easy to access	1	2.9

No. of respondents: 35
 Respondents could give more than one answer

Nearly half of respondents (48.6%) would be happy as they felt that it was offering a learning opportunity for students.

“On the job training is important to the profession and gives the students confidence in dealing with members of the public.”

“These students can only learn by face to face, which will enhance their skills.”

For 42.9% of respondents, the knowledge that the students would be supervised was welcomed.

“Their practice is supervised and it will hopefully make them attuned and skilled practitioners.”

“Though they are students, they will work under the supervision of a nurse.”

- Just over one fifth of respondents (21.1%) would be very unhappy or unhappy if they received treatment from a pharmacy student under supervision.
 - Of this group 92.3% were female, 38.5% were 55-64 years old, 84.6% were white British, 38.5% had a disability, 83.3% were heterosexual, 27.3% lived in NE3 and 27.3% in NE5.
 - They gave the followings reasons why:

Reasons	No. of respondents	% of respondents
Would rather see other (qualified) medical professional	4	50.0
Lack of confidence in supervision arrangements	2	25.0
Unclear what you could present with	1	12.5
If it was to relieve pressure on GP practices – need more funding	1	12.5

No. of respondents: 8
Respondents could give more than one answer

“Treatment should not be given unless qualified. advice would be ok though.”

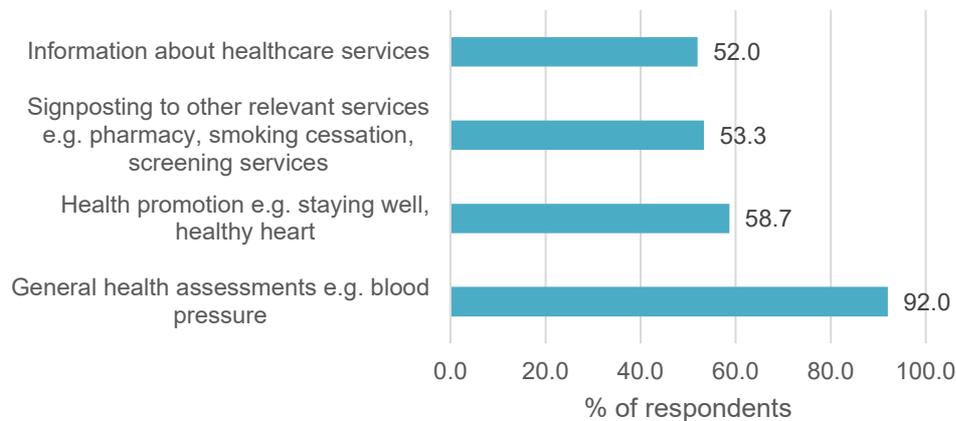
“Under supervision of a nurse? Why not under supervision of a pharmacist?”

Potential scope of service

Respondents were asked about their opinion of the possible services available on the bus, opening times and locations.

Which of these services, if any, would you use?

Which of these services, if any, would you use?

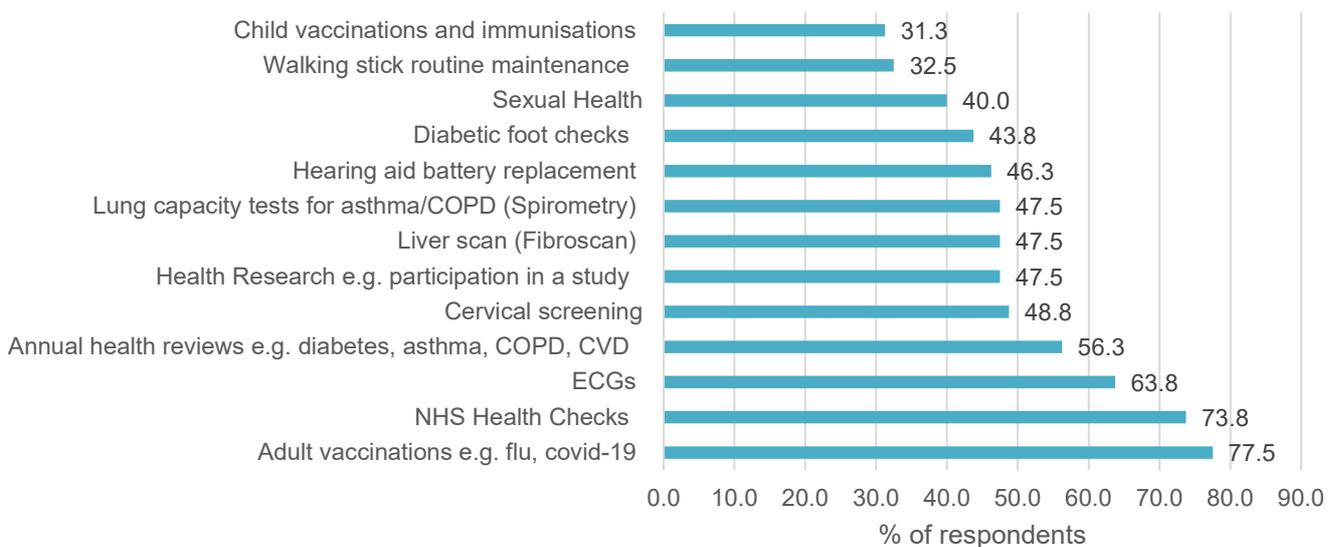


No. of respondents: 75
Respondents could give more than one answer

- Seventy-five respondents (77.3%) indicated that they would use at least one service.
 - Over nine-in-ten respondents (92.0%) would use the service for general health assessments.
 - 58.7% would use the service to gather information and advice on health promotion.
 - Just over half would use the service for signposting to other relevant services (53.3%) or information about healthcare services (52.0%).

In the future the Community Health Bus may be offering additional services. Which of these services, if any, would you be interested in the bus offering?

Which of these services, if any, would you be interested in the bus offering?



No. of respondents: 80
Respondents could give more than one answer

- Eighty respondents (82.5%) indicated that they would use at least one of the additional services listed.
 - Over three-quarters (77.5%) would have vaccinations.
 - 73.8% would use the service for NHS health checks.
 - Nearly two-thirds (63.8%) would use the service for ECGs.
 - Over half (56.3%) would visit the service for annual health reviews such as diabetes or asthma.
 - Respondents would be least likely to use the service for:
 - Child vaccinations and immunisations (31.3%)
 - Walking stick routine maintenance (32.5%)
 - Sexual Health (40.0%)

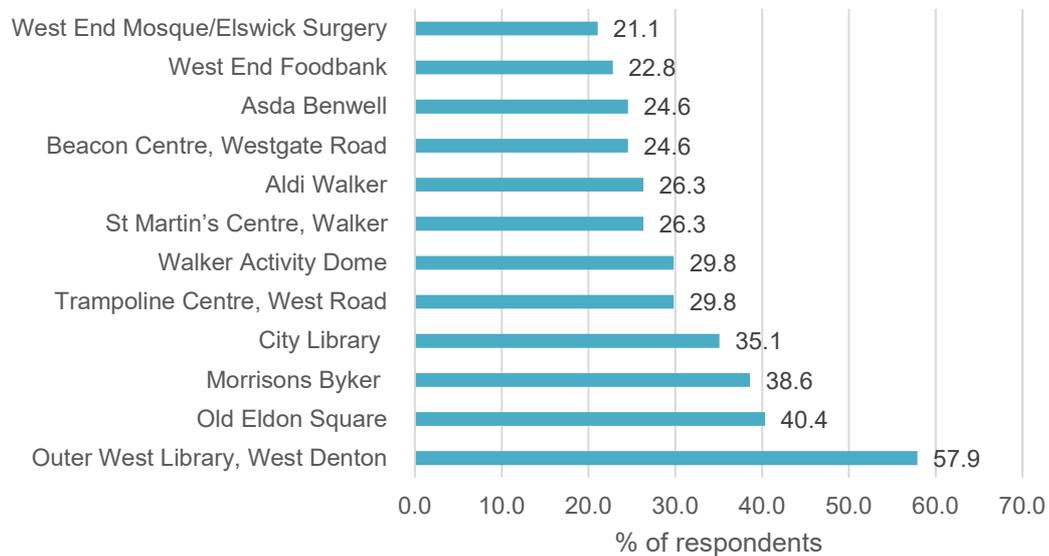
- Thirty-one respondents (38.3%) stated that they would like the bus to provide other services to those listed, 20 respondents identified the following:

Service	No. of respondents
Mental health advice/check-ups/promotion	6
Ear syringing	2
GP consultations	2
Breast screening	1
Constipation	1
HRT provision	1
Minor ailments prescriptions	1
Phlebotomy LD reviews	1
Physiotherapy	1
Referrals for pain management	1
Social prescribing	1
Weight management	1
Women's health	1
X-rays	1

Respondents could give more than one answer

Would you visit the Community Health Bus at any of these locations?

Would you visit the Community Health Bus at any of these locations?



No. of respondents: 57
 Respondents could give more than one answer

- Fifty-seven respondents (58.8%) indicated that they would visit the bus at one of the listed locations.
 - Nearly three-fifths (57.9%) would go to the Outer West Library in West Denton however it should be noted that a significant proportion of survey respondents were from this area.
 - Just over two-fifths (40.4%) would visit Old Eldon Square in the city centre.
 - 38.6% would visit Morrisons in Byker.
 - Just under one-third of respondents (35.1%) would visit the City Library.
 - Respondents would be least likely to visit:
 - West End Mosque/Elswick Surgery (21.1%)
 - West End Foodbank (22.8%)
- Thirty-seven respondents (38.1%) suggested other locations they would like the bus to visit:

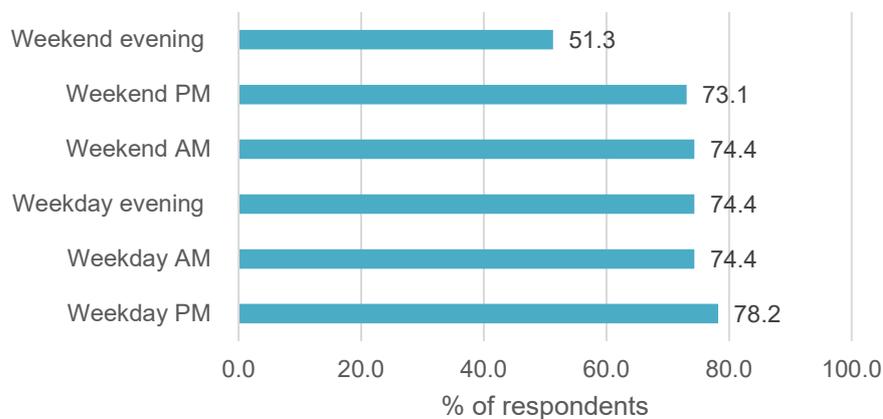
Location	No. of respondents
Lemington Community Centre	5
Gosforth	4
West Denton Morrisons	4
Westerhope	4
Throckley	3
Heaton	3
Byker	3
Kingston Park	2
Jesmond	2
Pottery Bank	2

Newbiggin Hall	2
Unspecified community centres	1
High Heaton	1
Walbottle	1
Newburn	1
Unspecified housing estates	1
Dinnington	1
Unspecified Metro stations	1
Benwell Grange	1
Stowell Street	1
Elswick Road	1
Cruddas Park	1
Newcastle Bangladeshi Centre	1
Mosque, Grainger Park Road	1
Kenton	1
Stamfordham Road	1

Respondents could give more than one answer

What days and times do you think the bus should operate?

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No. of respondents: 78

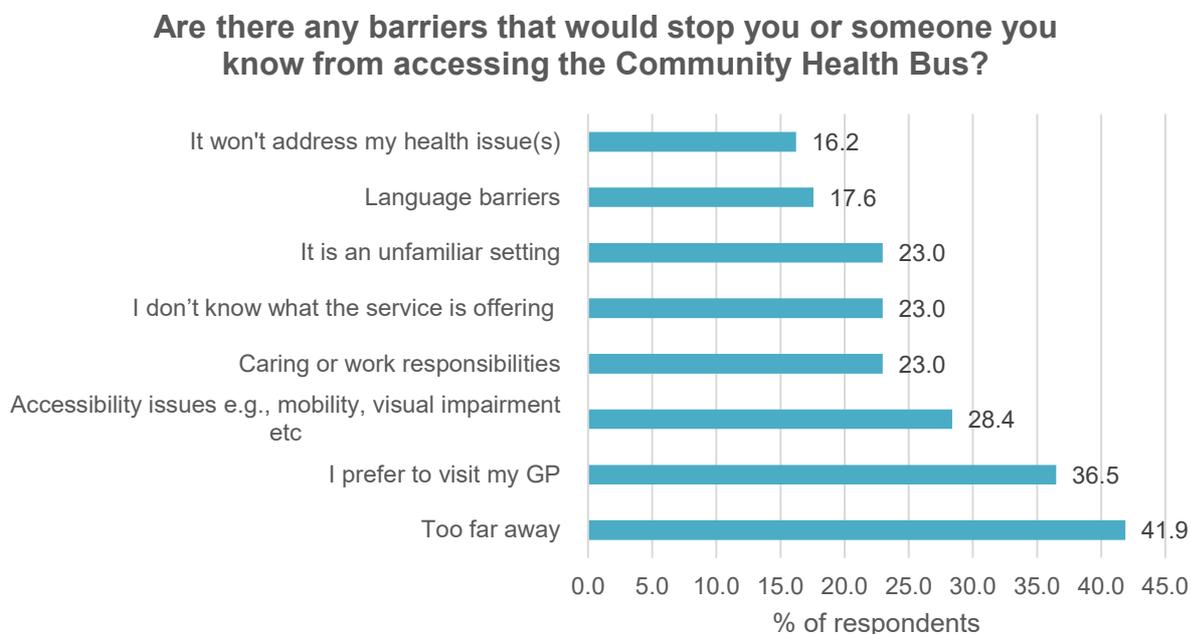
Respondents could give more than one answer

- Seventy-eight respondents (80.4%) suggested a time they felt that the service should operate.
 - Weekdays during the afternoon were favoured slightly more (78.2%) than other periods.
 - Weekend evenings were least well supported by only 51.3% of respondents.

Access and barriers

Respondents were asked whether they could identify any barriers to using the service, what could make it more accessible for all, and whether they had any concerns about it.

Are there any barriers that would stop you or someone you know from accessing the Community Health Bus?



No. of respondents: 74
Respondents could give more than one answer

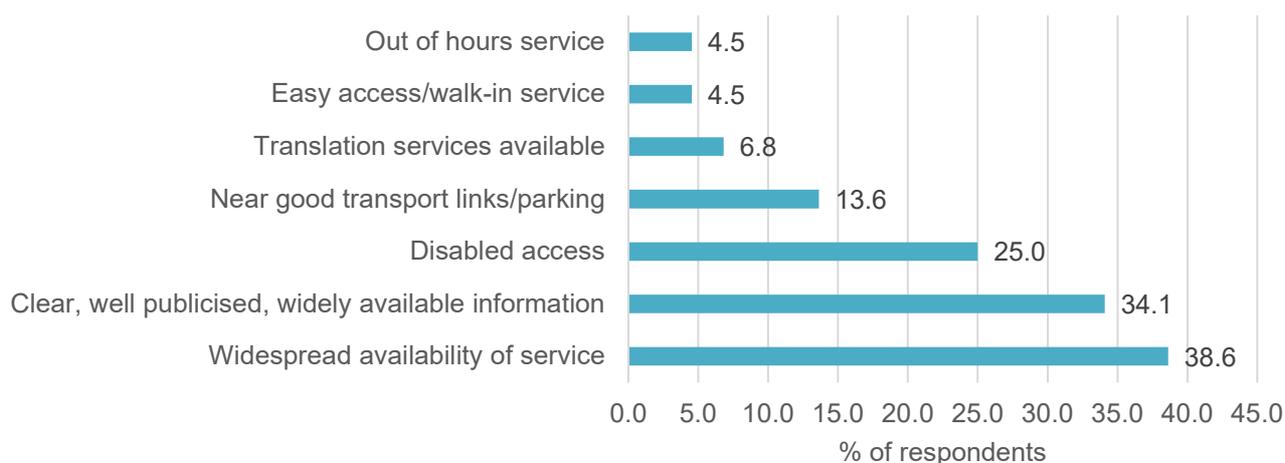
- Seventy-four respondents (76.3%) felt that there were barriers to using the service, as listed.
 - Distance to travel to the bus was most frequently cited (41.9% of respondents). Of this group:
 - 30.8% lived in NE5, 23.1% lived in NE6 and 23.1% lived in NE3.
 - For nearly one-third (36.5%), they simply preferred to visit their GP. Of this group:
 - 87.5% were female, 41.7% were 55 to 64 years old, 54.2% had a disability or long-term illness, 91.7% were white British, 87.0% were heterosexual and 45.5% lived in NE5.
 - For over one-quarter (28.4%) there were concerns around physical accessibility. Of this group:
 - 84.2% were disabled or had a long-term illness, 89.5% were female, 52.6% were 55 to 64 years old, 94.7% were white British, 94.7% were heterosexual and 47.4% lived in NE5.
 - For 17.6% accessibility due to language barriers was a concern. Of this group:
 - 66.7% were female, 41.7% were 55 to 64 years old, 50.0% had a disability or long-term illness, 75.0% were white British, 83.3% were heterosexual and respondents were spread across the postcode areas.
- Seven respondents (7.2%) suggested other barriers to using the service:

Service	No. of respondents
Duplication of existing support	2
Lack of awareness of service	2
A patient's mental health	1
Opening times	1
Apathy about health/healthy living	1

Respondents could give more than one answer

How could we make it easier for people to access the bus?

How could we make it easier for people to access the bus?



No. of respondents: 44

Respondents could give more than one answer

- Forty-four respondents (45.4%) suggested ways the service could be made more accessible.
 - Most frequently mentioned was ensuring the service was available across a wide range of areas (38.6%).

“Bring it as close as possible to where people live/where they go to already.”

“It would also be great if the bus could be close by to large residential areas in addition to city centre, so there's less of a distance barrier - e.g. Heaton, Sandyford, Jesmond...”

“Use localities that are geographically not close to GP surgeries.”

- Clear, well publicised, widely available information was also suggested (34.1%).

“It needs to be well publicised, clear about what its purpose is, people need to know what is available and it needs to be accessible.”

“Good informative advertising with a contact phone number.”

“Advertised by very local trusted people.”

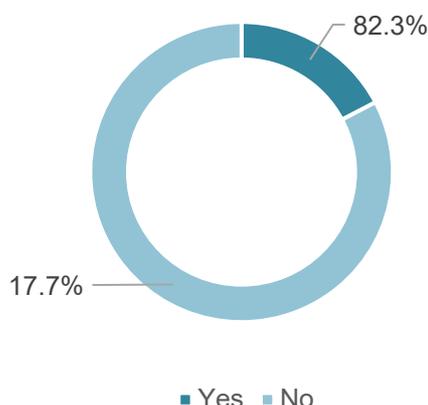
- One quarter of respondents (25.0%) suggested disabled access to the bus and accessibility in terms of language was also requested.

“Be accessible as much as possible for people with disabilities and people whose first language is not English.”

“Ensure its wheelchair accessible. - including getting consultation in private. Provide translation services (via phone).”

Do you have any concerns about the proposed Community Health Bus service?

Do you have any concerns about the proposed Community Health Bus service?



No. of respondents: 81
 Respondents could give more than one answer

- Fourteen (17.3%) respondents indicated that they had concerns about the proposed service and 13 identified the following:

Concern	No. of respondents
Watered down GP service/focus should be on improving GP practice services	6
Perception that environment is non-clinical/not as professional	3
Lack of dignity in using bus	2
Lack of understanding of who the service is targeting	1
Need to ensure services are accessible to people who work	1
No joined up systems/access to medical record	1

Respondents could give more than one answer

For six people, their concern was that the service may be being used to plug the gaps in GP services but does not offer the services of a GP practice. There was concern that funding should be directed towards improving GP services rather than providing other services.

“Downgrading of medical help. Don't agree with that or this idea at all. It's simply cost cutting!”

“I worry this is only fabricating the real NHS crisis we have; by introducing such services you're relieving the pressure from GP practices...we should be instead investing in reversing the crisis and looking at reducing GP waiting times within the practice, retaining staff and investing in resources.”

“This should be an additional service not a replacement.”

Three people were concerned that the service may not have the same standards due to “unqualified students” and the physical space.

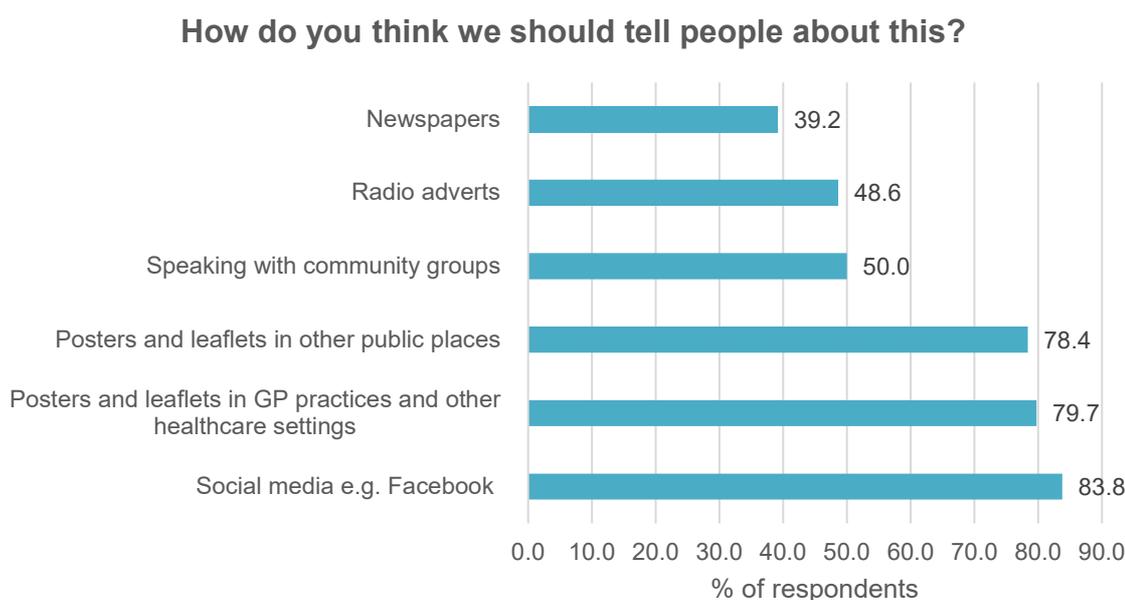
“It probably wouldn't be the case but I have a negative perception of bus cleanliness - if I was to use the service, I'd like to know that it's sanitised and clean. I'd also like to know that everything is confidential and that the students are held to the same privacy/confidentiality standards as GPs/the NHS.”

Promotion of the service

Respondents were asked how they thought that people should be made aware of the service.

How do you think we should tell people about this?

Seventy-four respondents (76.3%) supported at least one of the listed promotional ideas.



No. of respondents: 74
Respondents could give more than one answer

- Most frequently mentioned was social media (83.8%).
- 79.7% felt that the service should be advertised in healthcare settings using posters and leaflets.
- 78.4% of respondents supported having posters and leaflets in other public places.
- Only 39.2% of respondents supported promotion of the service through newspapers.
- Fifteen respondents suggested other promotional platforms/locations:

Platform/location	No. of respondents
Local businesses	3
Texts from GP practice	3
TV	2
WhatsApp	2
Bus/Metro	1
Community groups	1
Council noticeboards	1
Door-to-door leaflets	1
Email	1
Food banks	1
Information Now website	1
Promotion from the bus itself	1

Respondents could give more than one answer

Other comments

Thirty-four respondents commented further on the proposed service. Their comments covered:

Promotion	No. of respondents
Good idea	25
Ensure widespread availability/accessibility	8
Offer an alternative to GP practices	8
Bad idea	2
Improve existing GP services instead	2
Review existing initiatives/what works	2

Respondents could give more than one answer

The majority of respondents commented that they felt the service was a good idea. Some however warned that its success would depend on how accessible the service would be; it should be open to all, situated in local neighbourhood areas and at times of day that suit the community. They felt that it would offer an alternative to GP practices where people struggle to get GP appointments. Two respondents suggested taking lessons from the Covid-19 Bus and engaging Community Champions and using “detached youth work principles to build trust.”

“This sounds like a really great idea if executed well, particularly if it’s available at times GPs are closed and in good locations close to residential areas. I think it would make healthcare much more accessible and may even reduce pressure on other local services.”

“I’m looking forward to getting started using the service I think it would also help if the bus had a really good name. It helps with promotion and takes away the fear and misconception related to seeking health advice.”

“Think this may help the overflow in regard to GP services and be helpful especially if run late morning, and outside of office hours.”

“Use detached youth work principles to build trust - these are about how you establish a new service in a new place. Go to the same place at the same time week after week, be generous, friendly, open, flexible. In the end the word will get around that you are okay and crowds will come.”

Several people did not support the idea of the service, believed it was trying to replace GP practices, and felt that money should instead be spent on improving GP practices.

“Honestly, it’s a terrible idea. You are attempting to replace GPs with an even more substandard replacement.”

Recommendations

In response to the findings of this engagement exercise, some recommendations can be made. It is suggested that NGPS and Newcastle University's School of Pharmacy take time to analyse the findings of this report and consider the proposed recommendations to help inform decisions around the delivery model of the proposed Community Health Bus to ensure that services meet patient needs.

Raising awareness of the service

- There was strong support for the proposed service however some warned that key to its success was its visibility and an understanding of how the service would operate.
 - A comprehensive communications plan should be developed to ensure that people are aware of the service and how it will operate. This should consider the requirements of all patients including those with disabilities and whose first language is not English, to ensure that the communications produced are accessible to all. The plan should cover:
 - What the service will offer.
 - Where it will operate.
 - How to access the service both physically and whether an appointment is required.
 - How the service meets the quality standards of the NHS.
 - Respondents were happy to receive care from pharmacy students if they knew they were being supervised.
 - Ensure that the communications plan covers who will provide the service - be transparent about student workers and the supervision process.
 - Those who did not support the service were concerned that it was a duplication of their GP practice or that it was a watered down version, or that it was trying to replace their practice. They felt that funding should be directed at improving GP practices not providing new services.
 - Ensure that the communications plan covers how this is an additional service to their GP practice which is not under threat of closure. Explain how the bus is being funded.
 - Some identified barriers to the service around accessibility issues in terms of mobility, visibility and communication.
 - Ensure that the communications plan covers how the service will support those who may have additional needs including how to access interpreting services.

Scope of service

- Respondents were receptive to all of the potential service areas put to them, however there was stronger support for some.
 - It is suggested that in the first instance the bus considers providing:
 - General health assessments.
 - Adult vaccinations.
 - NHS Health Checks.

- ECGs.
- Respondents felt that the main barrier to using the service would be its location if it was too far away from them. It was felt that the service should operate across a wide range of areas to ensure it was accessible to all.
 - It is suggested that in the first instance the bus considers the following locations:
 - City centre – Old Eldon Square.
 - Inner West – Newcastle Trampoline Park and Gym
 - Outer West - West Denton Library.
 - East – Byker Morrisons.
 - North - Gosforth
 - A range of other locations were identified and should be considered once the service is established.

Respondents were supportive of all operating times put forward but were less likely to use the service in the evening on a weekend. Some suggested the service should operate outside of GP practice times.

- Consider operating the bus during both normal operating times and out of hours, during the week.

Support from other services

- It was suggested that ahead of the roll-out of the service advice should be taken from those who have worked on similar projects or introduced new community services.
 - Consider meeting with those who provided the Covid-19 Bus or are currently providing other similar community services to gain an understanding of how they operate and any barriers they have identified to providing the service.
 - Consider engaging Community Champions and using detached youth worker principles to raise awareness and gain the trust of communities.

Further engagement activities

- The survey provided a snapshot of views on the proposed service from a group of self-selecting respondents. As such, there are gaps in the data in terms of the people who put forward their views, particularly younger people and men.
 - It is suggested that further engagement with these groups is required to ensure that the service meets their needs and that communication plans are appropriate to them.
 - It is also suggested that real-time feedback is gathered from patients using the service and reviewed regularly, with adjustments made as required.

Appendices

Appendix 1: Profile of participants

Please note that not all respondents chose to complete these questions

How old are you?	No. of respondents	% of respondents
16 – 17	0	0.0
18 – 24	0	0.0
25 – 34	5	6.8
35 – 44	7	9.5
45 – 54	14	18.9
55 – 64	30	40.5
65 -74	14	18.9
75 or older	4	5.4
Prefer not to say	0	0.0
Total	74	100.0

What is your gender?	No. of respondents	% of respondents
Male	6	8.1
Female	66	89.2
Other	1	1.4
Prefer not to say	1	1.4
Total	74	100.0

Does your gender identity match your sex as registered at birth?	No. of respondents	% of respondents
Yes	70	94.6
No	2	2.7
Prefer not to say	2	2.7
Total	74	100.0

Do you have disability, long-term illness or health condition?	No. of respondents	% of respondents
Yes	42	57.5
No	30	41.1
Prefer not to say	1	1.4
Total	73	100.0

Which ethnicity best describes you?	No. of respondents	% of respondents
Asian or British Asian (Bangladeshi, Chinese, Indian, Pakistani, or other)	1	1.4
White (British, Irish, European, or other)	68	91.9
Black / British black (African, Caribbean, or other)	2	2.7
Mixed race (black & white, Asian & white, or other)	1	1.4
Gypsy or traveller	0	0.0
Rather not say	1	1.4
Other	1	1.4
Total	74	100.0

Which of the following terms best describes your sexual orientation?	No. of respondents	% of respondents
Heterosexual or straight	65	91.5
Gay man	0	0.0
Gay woman or lesbian	3	4.2
Bisexual	0	0.0
Asexual	0	0.0
Other	0	0.0
Prefer not to say	3	4.2
Total	71	100.0

Please tell us the first part of your home postcode	No. of respondents	% of respondents
NE1	0	0.0
NE2	0	0.0
NE3	8	11.9
NE4	6	9.0
NE5	28	41.8
NE6	12	17.9
NE7	2	3.0
NE13	1	1.5
NE15	6	9.0
Outside Newcastle	4	6.0
Total	67	100.0