



# NHS Dorset Alcohol Questionnaire 2009

Overview Summary



## Introduction

NHS Dorset is undertaking a review to enable it to identify the most appropriate way of delivering alcohol services to the Dorset population. NHS Dorset is looking to further its understanding of drinking habits in Dorset and to allow effective planning for future health needs and information campaigns.

NHS Dorset has commissioned MRG, based at Bournemouth University, to undertake this research. MRG aims to be a key independent resource for the provision and interpretation of market intelligence for its clients. The group offers expertise, experience and advice in the field of market research, tailored to suit the needs of individual organisations. MRG has specialised in consultation of this sort, and has numerous projects to its name.

This report is an initial overview report, including an initial assessment of response rates, headline results, respondent demographics and panel response.

## The Market Research Group

The Market Research Group (MRG) is an independent market research agency based within Bournemouth University. We are a full service agency, with our trained staff giving us the ability to conduct desk research, quantitative and qualitative projects.

We specialise in providing market research and intelligence services to public sector organisations, and organisations within the academic, tourism and heritage sectors. The group has built up a wealth of unrivalled expertise, knowledge and benchmarking information in these sectors at a national, regional and local level.

We work in partnership with our clients and focus on adding value at every stage of the research process together with a cost effective and flexible service. The Market Research Group is able to bring a considered and practical approach to research and offer innovative research solutions to maximum effect.

MRG adheres to the Market Research Society's (MRS) code of conduct and the Data Protection Act 1998, which ensures that both our clients and respondents are treated fairly.

## Methodology:

**Methodology overview:** The methodology utilised was a postal survey of panel members. Data provided within this initial report is raw but can be weighted to ensure accurate reflection of the demographic profile of the population.

**Response Rate:** The questionnaire was sent to the full panel (2265 members). 1257 members returned completed questionnaires; this is a response rate of 55%. A sample of 1257 implies that the results are representative of the entire target population to within  $\pm 2.76\%$  at the 95% confidence level (i.e. there is only 1 chance in 20 of the margin of error contained within the results being greater than 2.76%).

**Questionnaire Design:** The questionnaire was designed by MRG, in conjunction with NHS Dorset, specifically to fulfil the research objectives of this project. The questions included; pre-coded (tick response), open-ended, rating and ranking questions.

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## Survey Results

### Introduction:

The results will be separated into relevant sections covering the various aspects of alcohol related issues in Dorset.

#### Experience of Alcohol

Respondents were asked about their concerns regarding alcohol related anti-social behaviour. This section also looks at respondents' previous alcohol consumption in comparison to their current behaviour.

#### Alcohol as a Problem

This section looks at issues such as hangover remedies, drink driving and alcohol related injuries. Respondents were asked about others expressing concern regarding their personal drinking and their knowledge of local services that could help with alcohol related problems, this data will be analysed at a district level as appropriate.

#### Drinking Habits

This section will look at where respondents consume alcohol and the activities they associate with consuming alcohol. It will also reflect the personal impact of alcohol consumption on respondents' lives.

#### Units

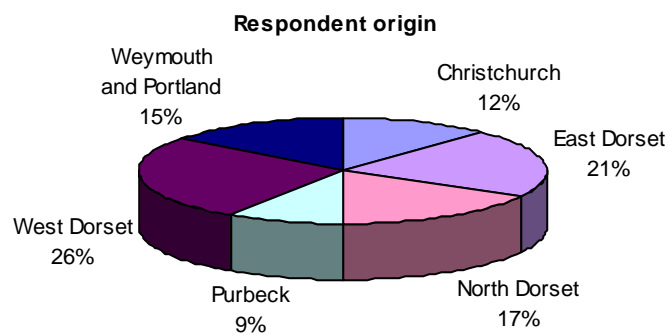
This section will address the issue of 'units of alcohol' and assess how accurately respondents are able to access the number of units in alcoholic drinks.

#### PCT Services

This section will address the usage of local services generally during the past year and respondents' ratings of these services. Respondents were also given an opportunity to specify the services they would like to see in their local area and highlight the services that are of most importance to them.

### Respondent Overview

- 46% of respondents were aged over 65 years.
- 58% of respondents were female.
- 81% of respondents reported drinking alcohol.



## Experience of Alcohol

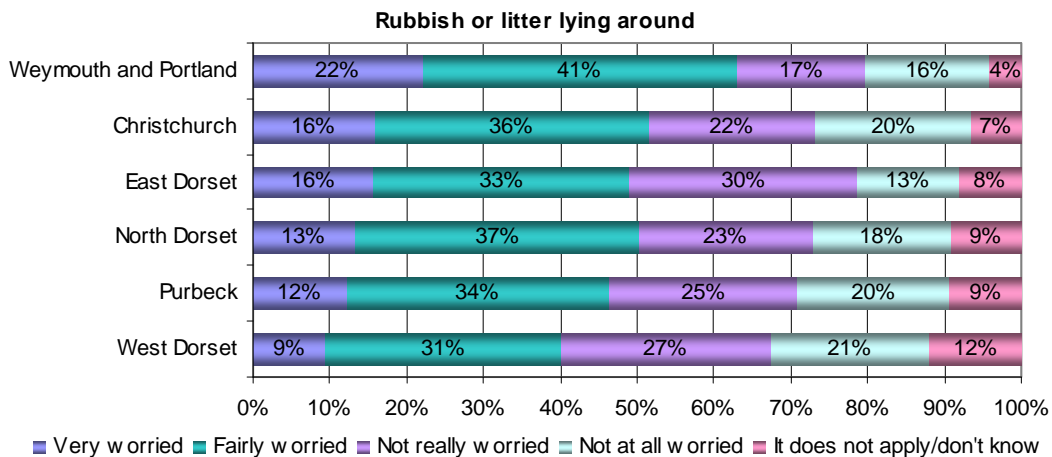
### Alcohol related behaviours

The issues that most concern respondents in their local area included; Rubbish or litter lying around (48% of respondents reported being fairly worried or very worried), Underage drinking (38% of respondents reported being worried) and Drug/substance misuse or drug dealing (27% of respondents reported being worried). The majority of respondents reported not really being worried or it not applying to them in respect to all alcohol related anti-social behaviour.



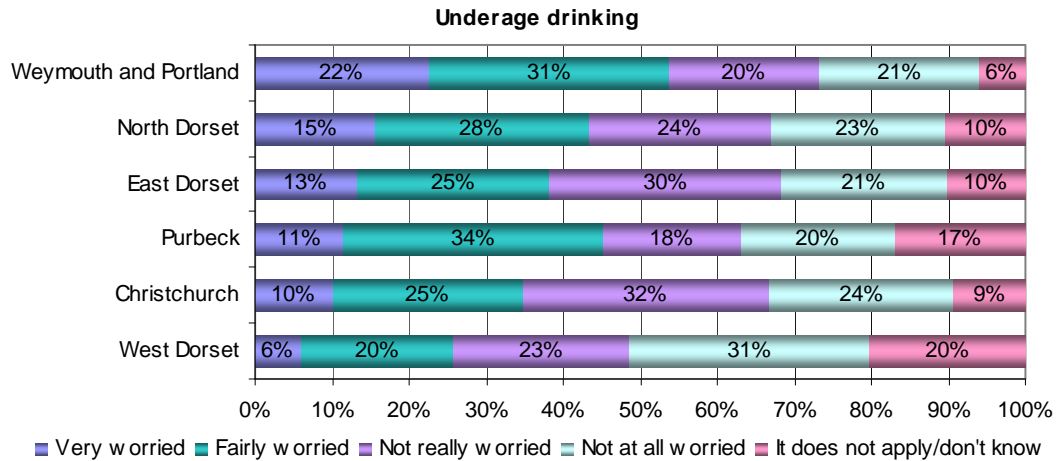
### Rubbish or litter lying around

Respondents in Weymouth and Portland are most concerned about rubbish and litter, with 63% indicating that they are worried. The majority of respondents in Christchurch reported being worried about rubbish and litter.



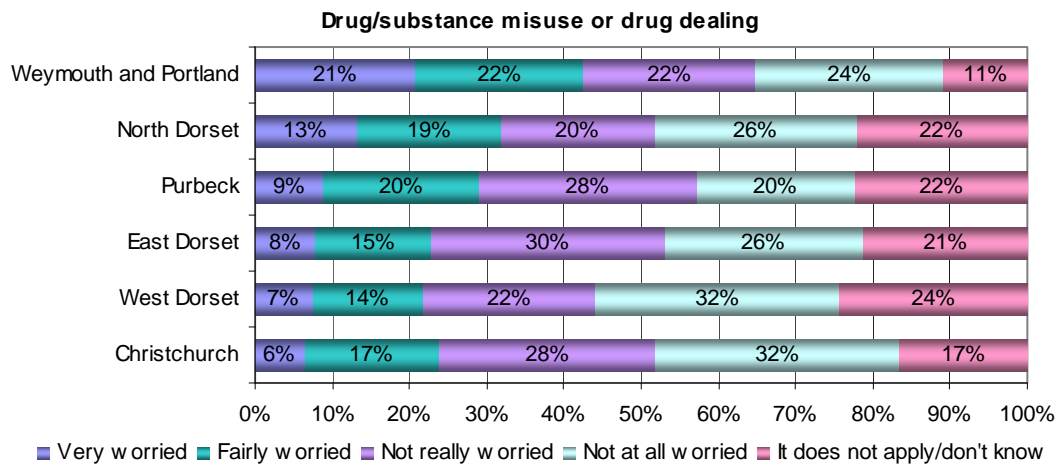
## Underage Drinking

The majority of respondents in Weymouth and Portland reported being worried about underage drinking in their local area. Respondents in West Dorset were the least concerned with underage drinking, with only 26% reporting being worried about it in their local area.



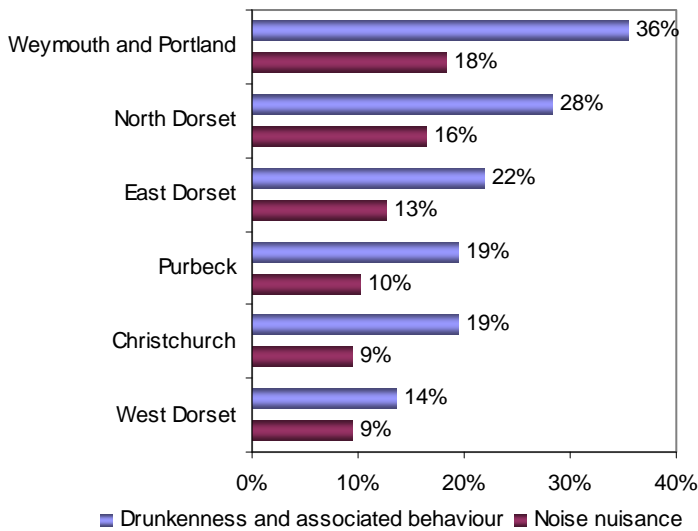
## Drug/substance misuse or drug dealing

Consistent with previous results respondents in Weymouth and Portland are most worried about drug/substance misuse or drug dealing. 32% of respondents from North Dorset reported being fairly worried or very worried about drug use or dealing in their area.



## Drunkness and Noise nuisance

**Drunkness and Noise nuisance  
(combined % Very Worried and Fairly Worried)**



In regards to drunkness and noise nuisance the trend continues, with respondents in Weymouth and Portland being the most concerned about behaviour in their local area. Respondents from North Dorset demonstrated the second highest level of concern in regards to both drunkness and associated behaviours and noise nuisance originating from pubs and clubs.

Respondents in Christchurch and West Dorset were consistently the least concerned.

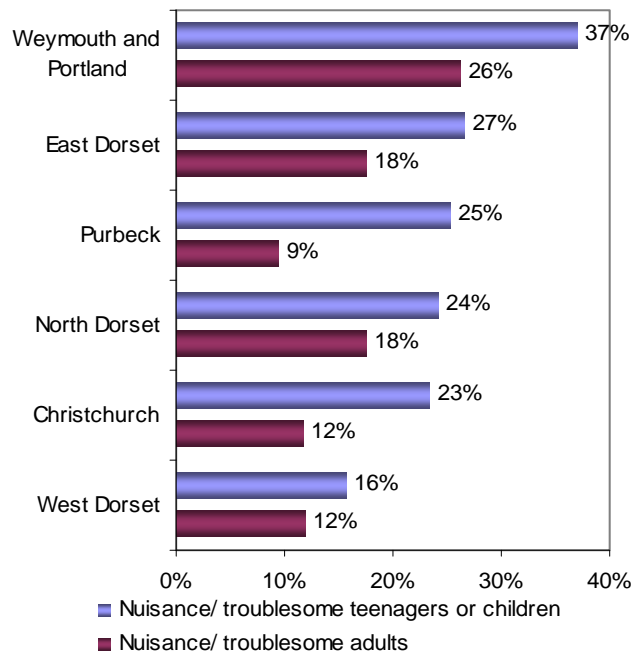
## Nuisance/ troublesome adults, teenagers or children

Nuisance/troublesome teenagers and children were consistently considered a greater problem than adults. 37% of respondents from Weymouth and Portland considered nuisance teenagers a concern, whereas 26% considered nuisance adults as a concern.

With the exception of Purbeck the trend in concern was consistent for both nuisance adults and children. A quarter of respondents residing in Purbeck expressed some degree of concern over nuisance teenagers or children, whereas just 9% expressed concern about troublesome adults.

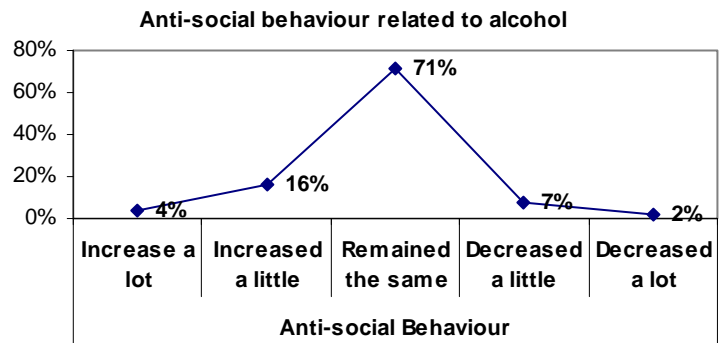
Respondents in West Dorset were the least concerned with the majority of respondents not being worried about nuisance teenagers or adults. This was consistent with previous results, with respondents from this area showing the lowest level of concern about alcohol related behaviour.

**Nuisance/ troublesome adults, teenagers or children  
(combined % Very Worried and Fairly Worried)**

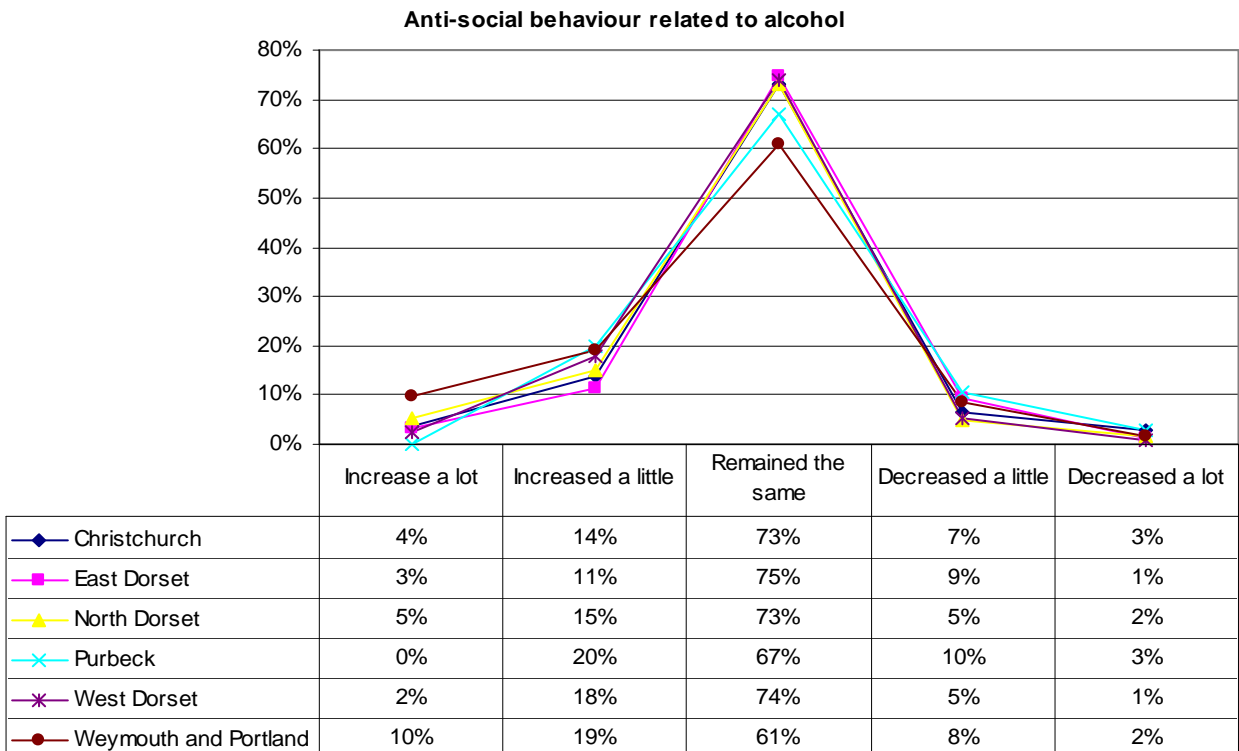


## Anti-social behaviour related to alcohol

The majority of respondents reported feeling that the level of anti-social behaviour has remained the same over the past 12 months. 20% of respondents reported an increase, with 4% reporting a large increase. 9% of respondents reported that anti-social behaviour has decreased in their local area.

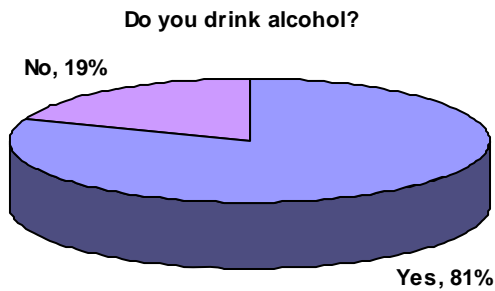


29% of Weymouth and Portland respondents reported a rise in anti-social behaviour, with 10% reporting that it had increased a lot. 20% of respondents in North Dorset and East Dorset also reported a rise in anti-social behaviour. 13% of respondents in Purbeck reported a decrease in anti-social behaviour.





## Personal Experience of Alcohol

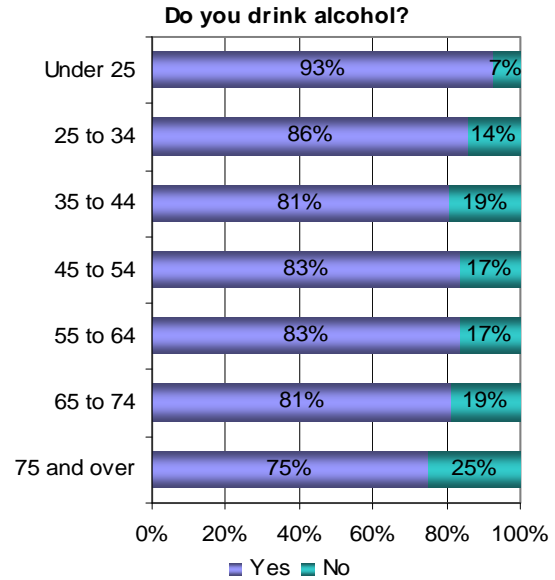


81% of respondents reported that they drink alcohol.

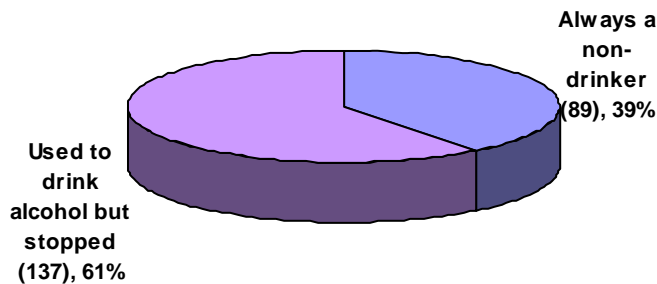
86% of males and 78% of females reported drinking alcohol.

Respondents under the age of 25 were most likely to drink alcohol, 93%, and respondents over the age of 75 were least likely to drink alcohol, with 25% reporting that they do not drink at all.

Respondents in East Dorset (85%), West Dorset (83%) and North Dorset (82%) were most likely to drink alcohol. Respondents in Christchurch and Purbeck were least like to drink alcohol with a quarter of respondents indicating that they do not drink. 77% of respondents from Weymouth indicated that they drink alcohol.



## Have you always been a non-drinker?



The majority of respondents who do not drink alcohol used to, but have stopped (61%). 41% of people who previously drunk alcohol stopped because of a particular health condition.

- Acute intermittent Porphyria.
- Addictive behaviour and mental health.
- Alcohol poisoning.
- Alcohol would clash with my medication.
- Alcoholism. X3
- Allergic to alcohol.
- Brain tumour causing epilepsy.
- Breast cancer
- Coronary artery - medication for this.
- Crohn's disease
- Diabetes. X 6
- Dormant prostate cancer and also mini stroke
- Epilepsy. X 2

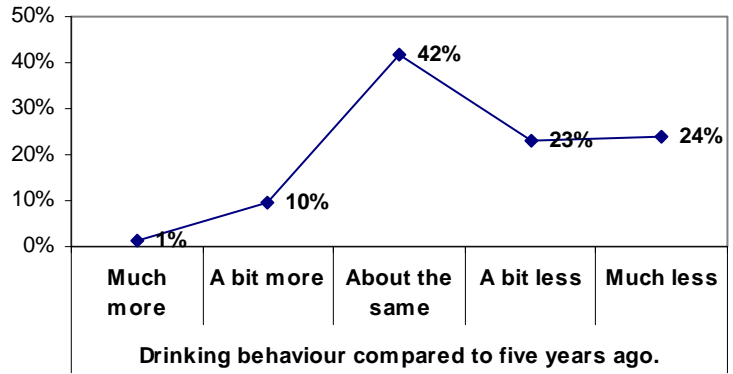
- Episodes of cardiac arrhythmia.
- Had a heart attack and on medication.
- Have been taking blood thinning drugs for eighteen months.
- Headaches.
- Heart problems.
- Hepatitis. X2
- Hiatus hernia.
- Liver Cancer.
- ME in 1994 left me with hypersensitivity to alcohol.
- ME/CFS.
- Medication. X3
- Menopausal depression.
- Migraines. X2

- Non-Hodgkin's Lymphoma.
- On medication and therefore cannot drink.
- Pancreatitis.
- Pregnancy. X5
- Recurrent PTE.
- Rheumatoid arthritis.
- Spinal problems.
- Stomach ulcers.
- Stroke.
- Tinnitus.
- Trigeminal Neuralgia.
- Undergoing IVF treatment.

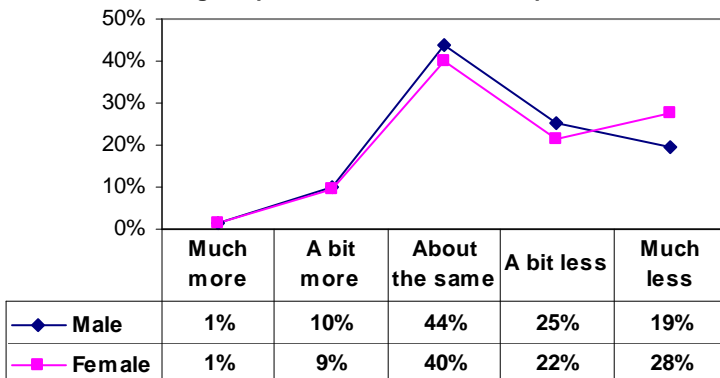
### Change in alcohol consumption

47% of respondents reported that they now drink less alcohol than they did 5 years ago, with 24% drinking much less. 10% of respondents reported drinking a little bit more and only 1% (14 respondents) indicating they drink much more.

Change in personal alcohol consumption



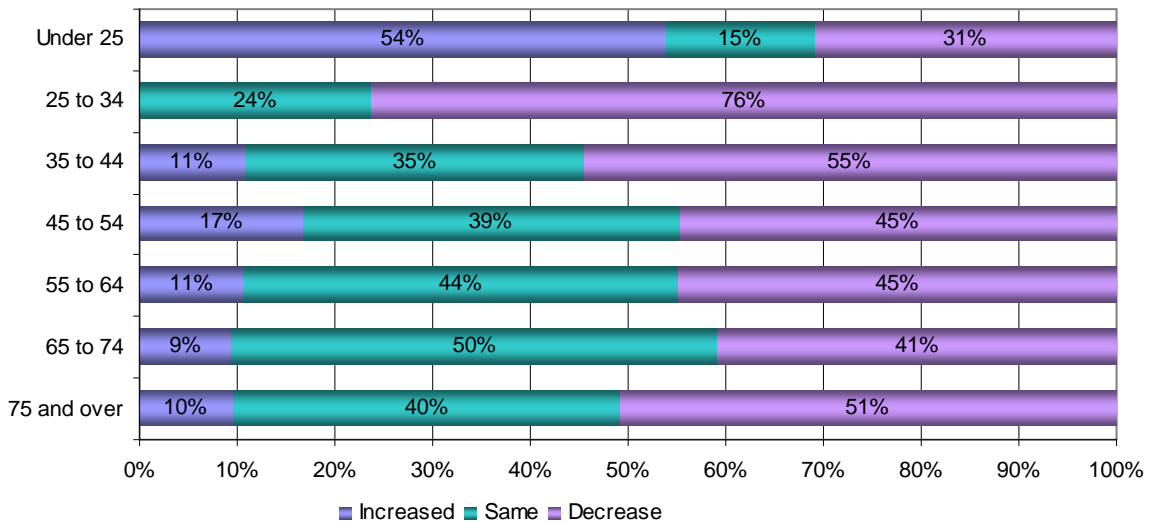
Change in personal alcohol consumption



Female respondents more frequently reported a reduction in their alcohol intake than men. Marginally more men reported an increase in their drinking than females.

The majority of respondents aged under 25 indicated an increase in their alcohol consumption, this was however a small group, the majority of which were under 18 years old 5 years ago. Conversely 76% of respondents aged between 25 and 34 drink less than they did 5 years ago. Excluding under 25s the largest increase in alcohol consumption was observed in respondents aged between 45 and 54 years.

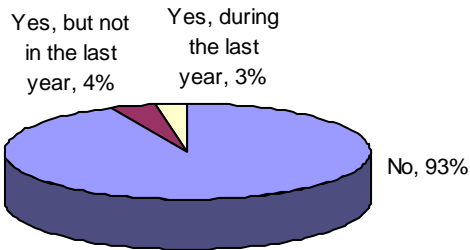
Change in personal alcohol consumption



## Alcohol as a Problem

### Alcohol as a personal problem

**Has a relative/friend/doctor/health worker been concerned about your drinking?**

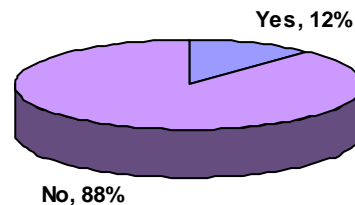


The majority of respondents reported that no one had been concerned about their drinking. 7% reported that there had been concern over their alcohol consumption, 3% within the last year (31 respondents). Men were more likely to have had concern expressed regarding their alcohol consumption, with 9% reporting concern being expressed compared to 5% of females. Respondents aged between 45 and 54 were most likely to have had concern expressed regarding their alcohol consumption.

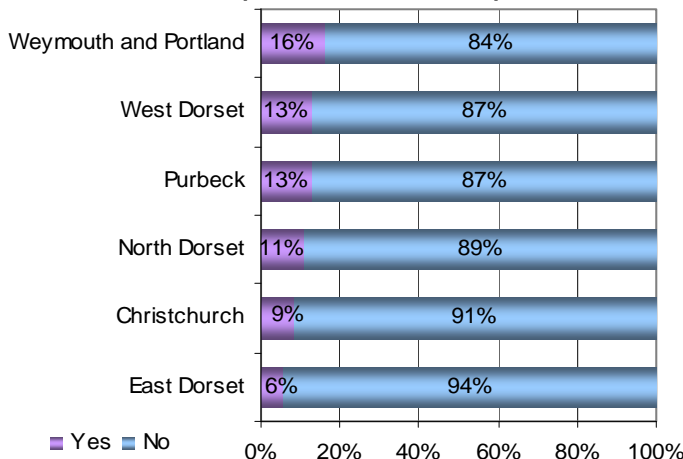
### Awareness of Local services available

The majority of respondents were unaware of any local services which could help with alcohol related problems. Respondents who had concern expressed regarding their alcohol consumption were more likely to be aware of services in their area, this figure still remains relatively low at just over a quarter.

**Are you aware of any services in your local area which can help with alcohol related problems?**



**Are you aware of any services in your local area which can help with alcohol related problems?**

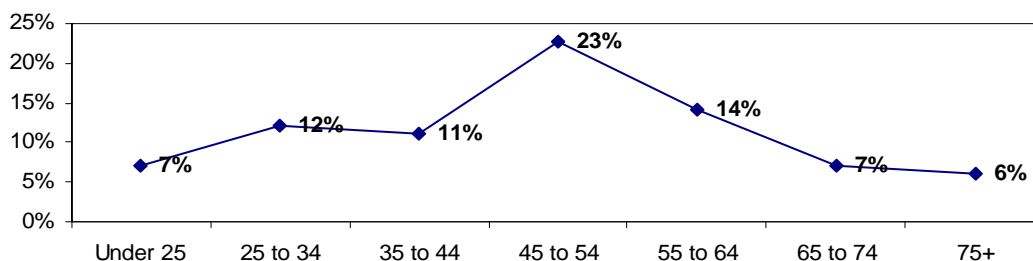


The highest level of awareness of local alcohol services was observed in Weymouth and Portland, the lowest level was observed in East Dorset.

Women were more likely to be aware of local services, with 14% reporting being aware of local alcohol services compared to 8% of males.

Respondent between the ages of 45 and 54 were most likely to be aware of local services.

### Awareness of local alcohol services



## Services specified by locality

### Christchurch

AA.  
 ADDAS  
 CADAS; EDP; AA.  
 ADCAP.  
 ADCAP; AA.  
 After care centres.  
 Brief Intervention Team  
 GP.

### East Dorset

- AA.
- GP.
- Clouds House.
- EDDAAS.
- GP; AA.
- Info in reception in my GP surgery.
- List available at local Social Services offices.
- Rehabilitation centre in Boscombe.
- Sedman Unit; Dorset Drug and Alcohol Agency.
- Via GP to service at St Ann's open service in Blandford.

### North Dorset

- AA.
- CADAS.
- GP.
- Clouds House.
- CADAS, AA
- DDAS.
- EDP.
- EDP; AA.
- Local authority Drug and Alcohol Team.
- There is a drink and drug rehabilitation centre in Sturminster Newton.
- Treads - drop in centre for young people.

### Purbeck

- AA.
- CADAS.
- DDAS.
- EDDAAS; GP.
- EDP Drug and Alcohol Services.
- I think the local clinic does.
- GP

### West Dorset

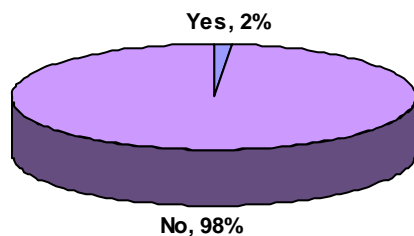
- AA.
- CADAS.
- DDAS
- GP.
- DDAS.
- CADAS
- CADAS; AA.
- DDAS; AA.
- DDAS; CADAS.
- Doctors.
- EDP, Bridport.
- Genesis; DADA.
- Local GP; churches; help lines.
- Would go to GP initially.

### Weymouth and Portland

- AA.
- CADAS.
- GP; AA.
- DDAS.
- Aquarius.
- CADAS; ADCAP; Genesis.
- GP; street pastors.
- Lots of information in GP surgery.
- Pottery lane.
- The doctors' surgery.

## Drink Driving

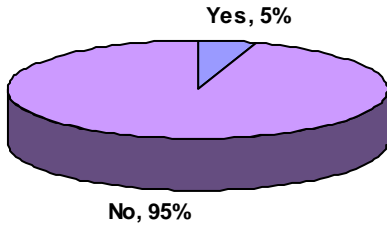
Have you ever been convicted of a drink driving offence?



Just 2% of respondents reported being convicted of a drink driving offence. 78% of respondents who had been convicted of a drink driving offence were male.

## Experience of Crime and alcohol

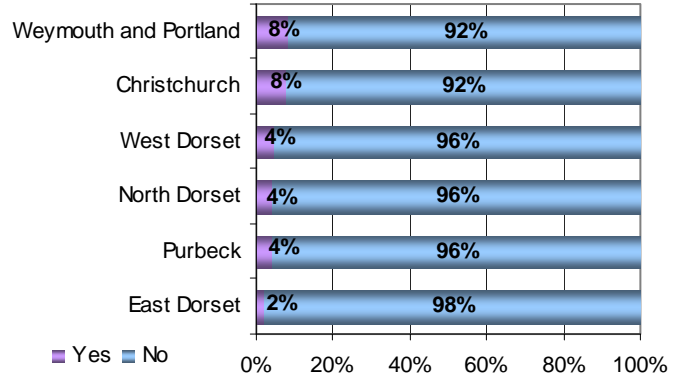
Have you been a victim of crime or committed a crime whilst under the influence of alcohol?



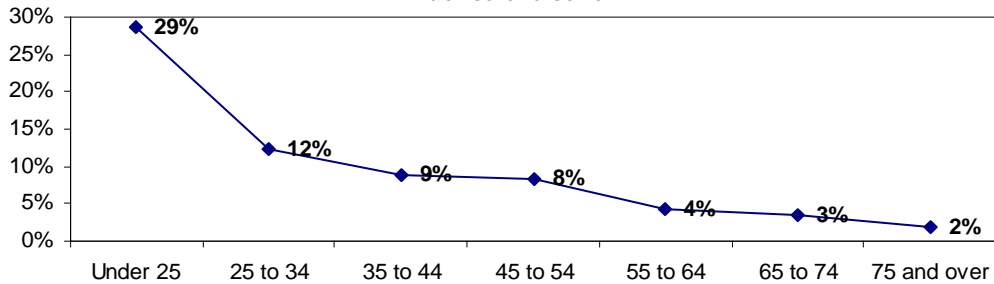
8% of respondents residing in Weymouth and Portland and Christchurch reported experiencing crime whilst under the influence of alcohol. Alcohol related crime appears to decrease as respondents' age increases.

5% of respondents reported that they had either committed or been the victim of a crime whilst under the influence of alcohol.

Have you been a victim of crime or committed a crime whilst under the influence of alcohol?



Have you been a victim of crime or committed a crime whilst under the influence of alcohol?



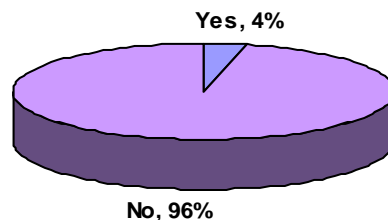
## Hangover Remedies

4% of respondents reported having bought hangover remedies from a pharmacy, often purchasing multiple remedies.

Hangover remedies bought:

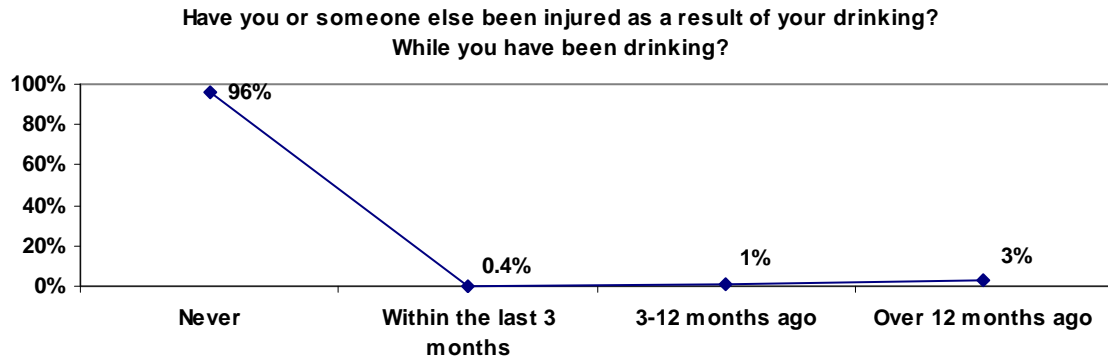
- Paracetamol. X 13
- Resolve. X 10
- Alka Seltzer. X 9
- Ibuprofen. X 4
- Berocca. X 3
- Andrews Liver Salts
- Gaviscon; Panadol; Rennies.
- Milk thistle.
- Nurofen
- Painkillers.
- Redoxen.
- Vitamin C.
- Sugary drinks; Pro Plus.

Have you ever bought hangover remedies from a pharmacy?



## Alcohol Related injuries

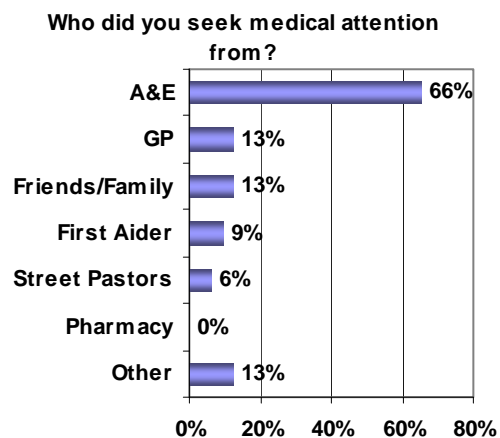
The majority of respondent have not been injured as a result of their own drinking. Marginally more females (24 respondents) reported an injury than males (20 respondents). Injuries were most frequently experienced over 12 months ago.



The majority of respondents indicated that they had not been injured when others have been drinking. There was no gender difference observed with 24 of each gender reporting an injury.



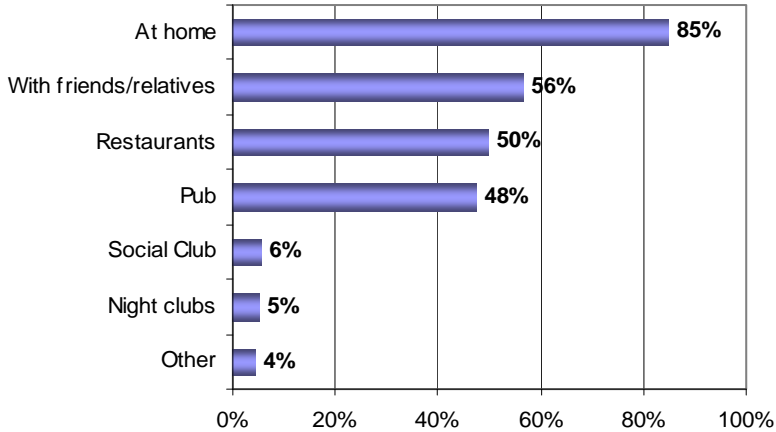
3% of respondents (36 respondents) reported seeking medical attention as a result of an alcohol related injury. 66% of those who sought medical attention sought it from A&E.



## Drinking Habits

### Location of Alcohol Consumption

**Where do you normally drink alcohol?**

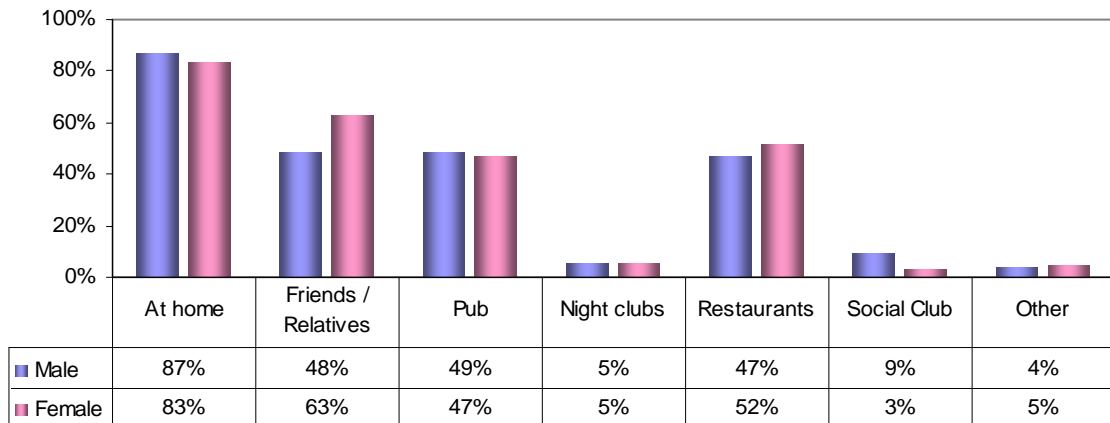


The majority of respondents reported consuming alcohol at home (85%), with friends/relatives (56%) and restaurants (50%).

Men were marginally more likely to consume alcohol at home or in a pub or social club than women.

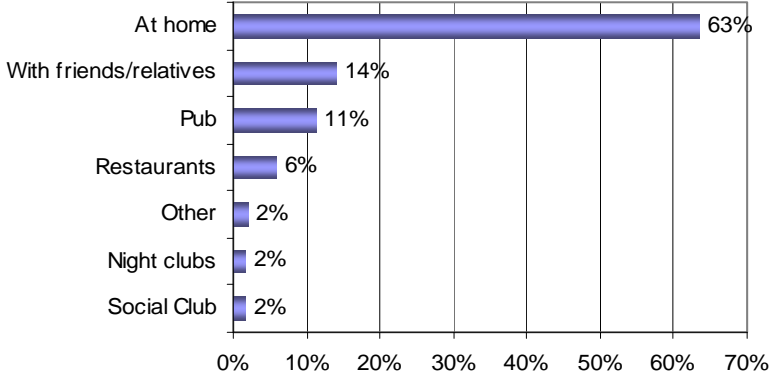
Women however were more likely to consume alcohol with friends and relatives and in Restaurants.

**Where do you normally drink alcohol?**



### Location of most frequent alcohol consumption

**Where do you most frequently drink alcohol?**



The majority of respondents reported consuming alcohol most frequently at home, (63%).

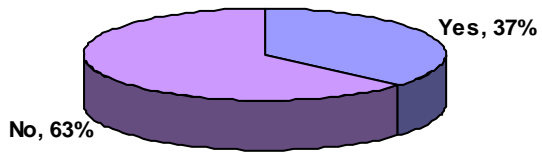
Consistent with general alcohol consumption, women were more likely to consume alcohol with friends and relatives and in restaurants than men.

72% of males reported most frequently drinking alcohol at home; proportionally fewer females reported this to be the case, 57%.

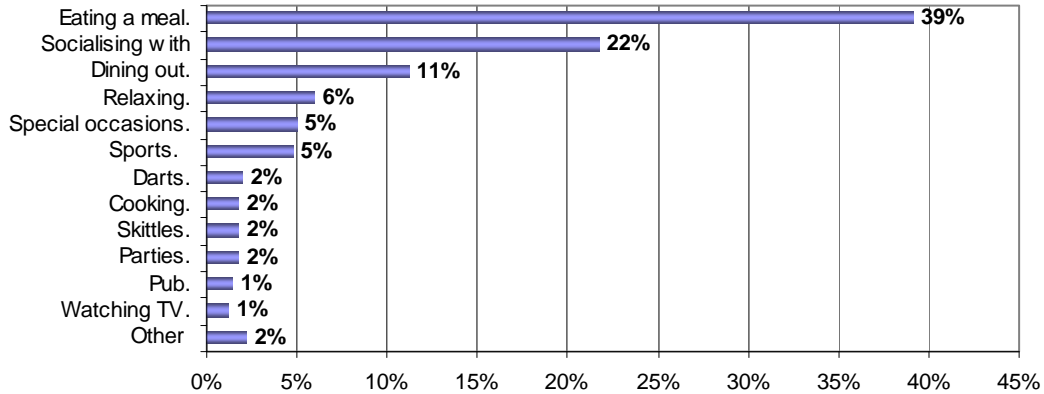
## Drinking related activities

The majority of respondents reported that there was no particular activity that they associated with drinking. 37% (401 respondents) indicated there was a particular activity that they associated with drinking; most frequently eating meals (39%), socialising (22%) and dining out (11%).

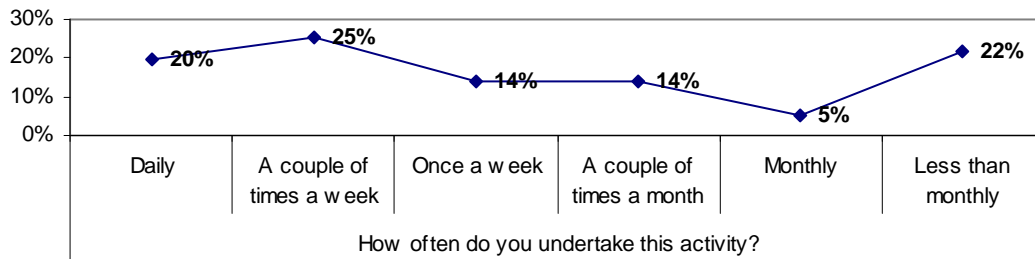
Is there a particular activity you associate with drinking?



### Drinking related activities

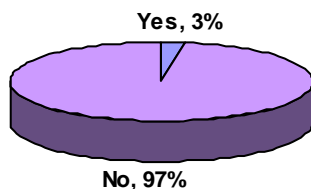


The majority of respondents indicated that they undertook a drinking related activity at least once a week, 59%. 77% of respondents who associated eating a meal with drinking alcohol do so at least once a week. 57% of respondents who associate socialising with friends with drinking with alcohol, reported doing so a couple of times a month or less frequently.



## Home Brew

Do you make or drink home brew?



Just 3% of respondents indicated that they either made or drank homebrew, (29 respondents).

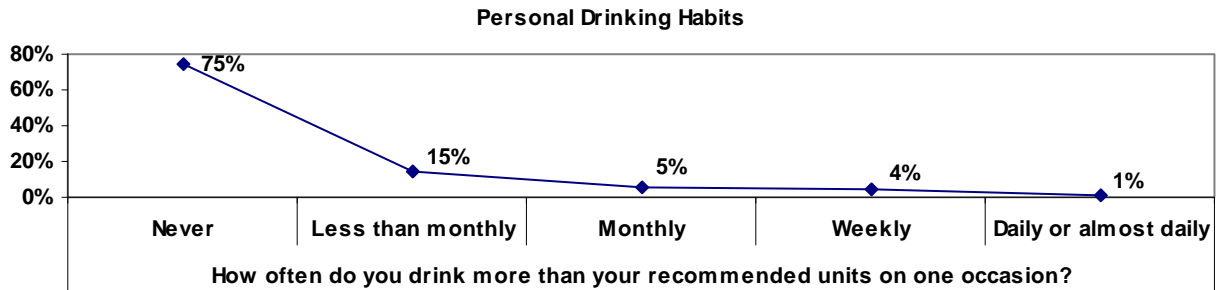
Respondents who do were most frequently aged between 65 and 75 (12 respondents).

59% of respondents who make or drink home brew were male.

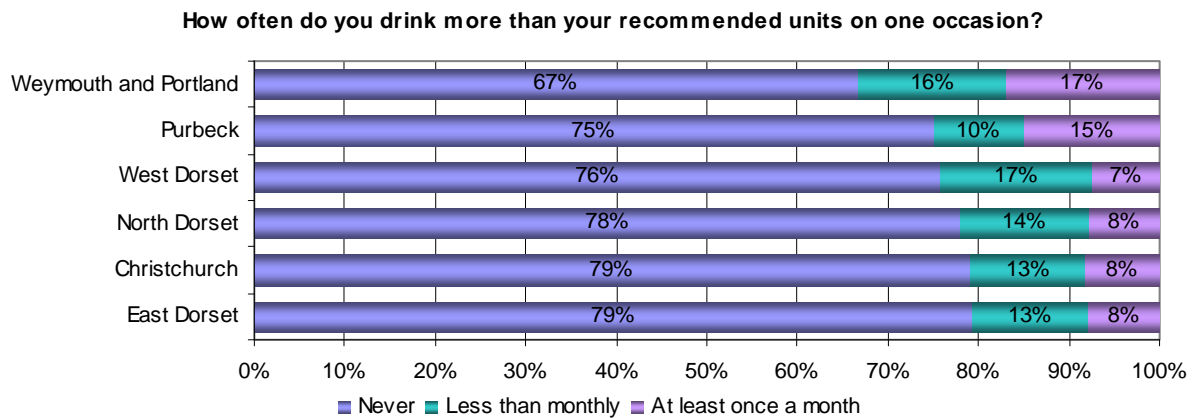


## Personal Drinking habits

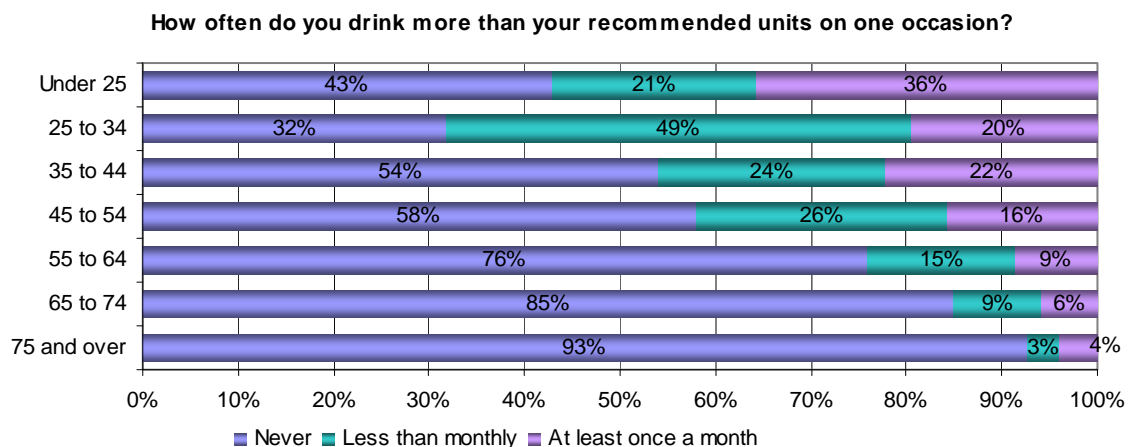
The quarter of respondents reported never drinking more than their recommended units on one occasion (8 for men and 6 for women). There was no significant variance in drinking habits between male and female respondents.



The highest proportion of respondents regularly drinking over the recommended amount of alcohol in one night resided in Weymouth and Portland (17%) and Purbeck (15%).

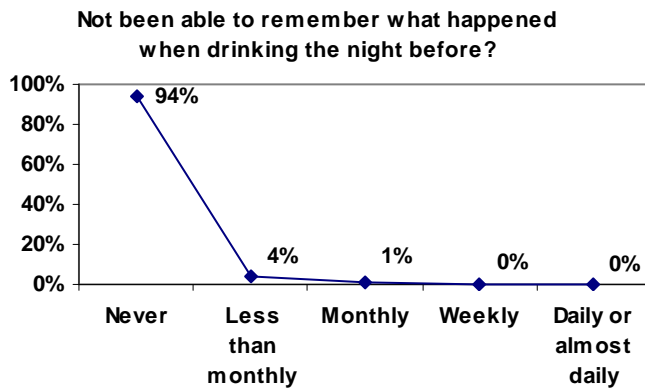


Younger respondents reported drinking over their recommended units of alcohol more frequently than older respondents. The majority of respondents over the age of 35 reported that they never drink more than their recommended units on one occasion.



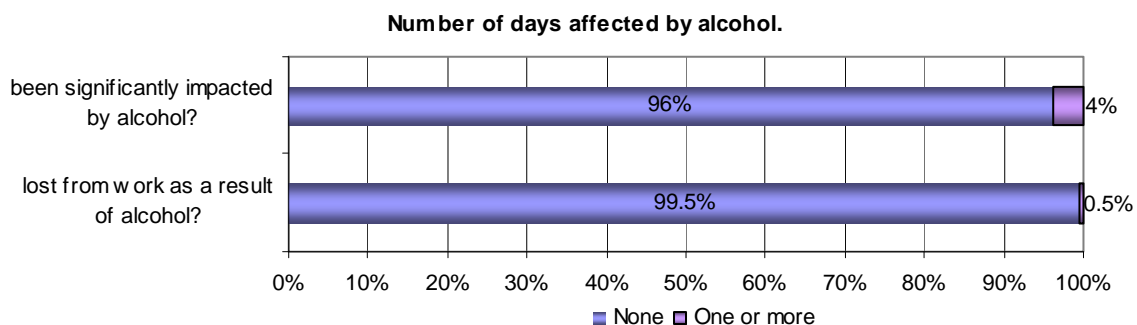
## Personal impact of drinking

The vast majority of respondents reported that they had never, not been able to remember what happened when drinking the night before. The majority of respondents who had were aged between 35 and 54 years. 96% of respondents reported that they had never failed to do what was expected of them because of drinking, consistent with previous results the majority of these respondents who had failed to do what was expected of them because of drinking were aged between 35 and 54 years.



39 respondents reported having days which were significantly impacted by alcohol. The average number of days affected was six, the maximum was 100. 5 respondents reported losing days from work as a result of alcohol, losing on average 3 days and a maximum of 7 days.

Number of days affected by alcohol.				
	Minimum	Maximum	Mean	Sample
lost from work as a result of alcohol?	1	7	3	5
been significantly impacted by alcohol?	1	100	6	39

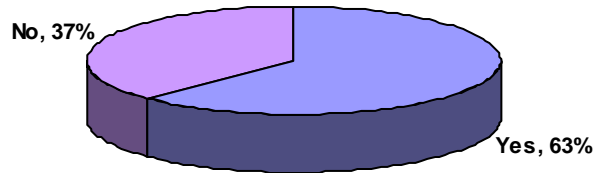


## Units

### Understanding of Units

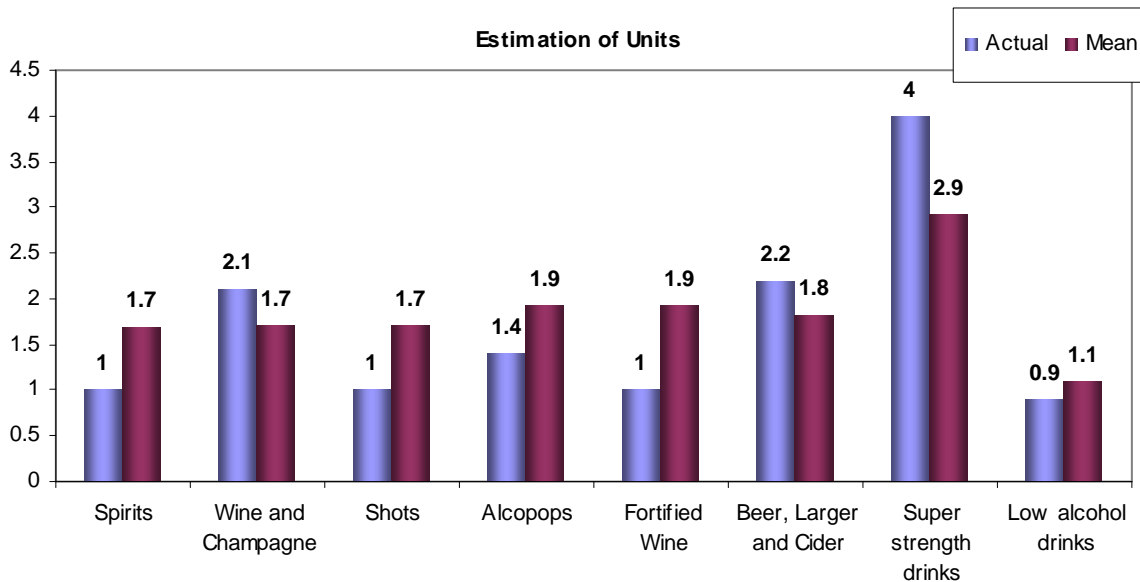
63% of respondents reported that they know what units of alcohol means.

Do you feel you know what 'units' of alcohol means?



### Estimation of Units

On average respondents overestimated the number of units in Spirits, Shots, Alcopops and low alcohol drinks and underestimated the number of units in Wine and Champagne, Beer, Larger and Cider, and Super strength drinks. Respondents who felt they knew what units of alcohol meant were significantly better at estimating the number of units in Spirits, Shots and Low alcohol drinks, although they still overestimate the number of units.



There were no significant differences in unit estimations between male and female respondents. Older respondents estimated the number of units in Wine and Champagne, Beer, Larger and Cider and super strength drinks to be lower than younger respondents. As the number of units in these drink types were consistently underestimated by all age groups this mean older respondents considerably underestimate the number of units in these drink types. With the exception of super strength drinks and beer, larger and cider respondents under the age of 34, overestimate the number of units in all drink types.

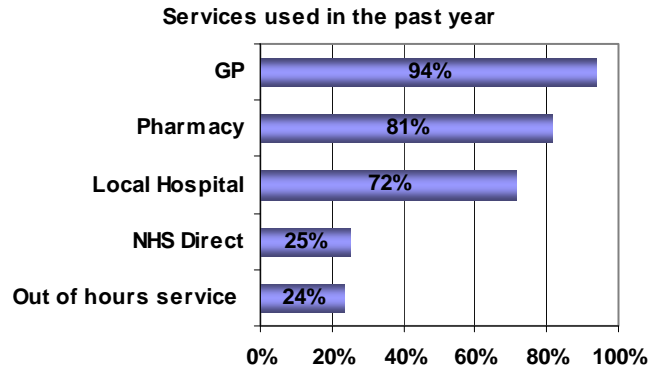
Estimation of Units		Age Group - Mean							Actual
		Under 25	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75+	
Spirits	Underestimated	2.4	2.2	1.8	1.6	1.6	1.6	1.7	1
Wine and Champagne	Overestimated	2.4	2.0	1.7	1.7	1.7	1.6	1.8	2.1
Shots	Overestimated	2.1	2.2	1.8	1.7	1.7	1.6	1.7	1
Alcopops	Overestimated	2.0	2.1	1.9	2.0	2.0	1.9	1.8	1.4
Fortified Wine	Overestimated	2.7	2.2	1.8	1.7	1.6	1.6	1.7	1
Beer, Larger and Cider	Overestimated	2.0	2.2	1.9	1.9	1.8	1.8	1.7	2.2
Super strength drinks	Underestimated	3.6	3.1	2.9	3.0	2.9	2.9	2.8	4
Low alcohol drinks	Overestimated	1.5	1.4	1.0	1.1	1.1	1.1	1.1	0.9

## PCT Services

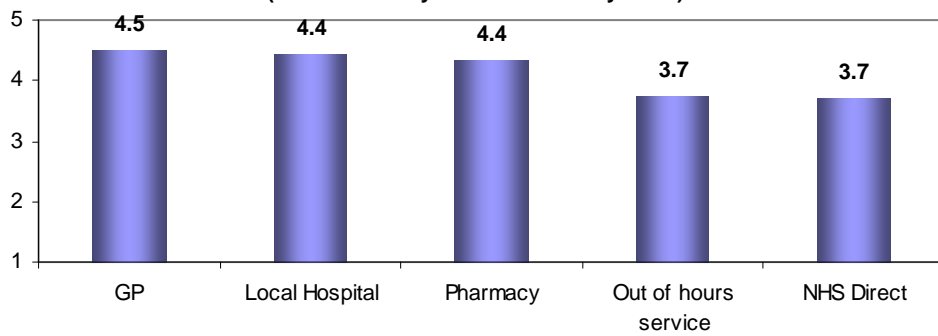
### Services Used in the past 12 months

The majority of respondents reported using their GP (94%), Pharmacy (81%), and Local Hospital (72%).

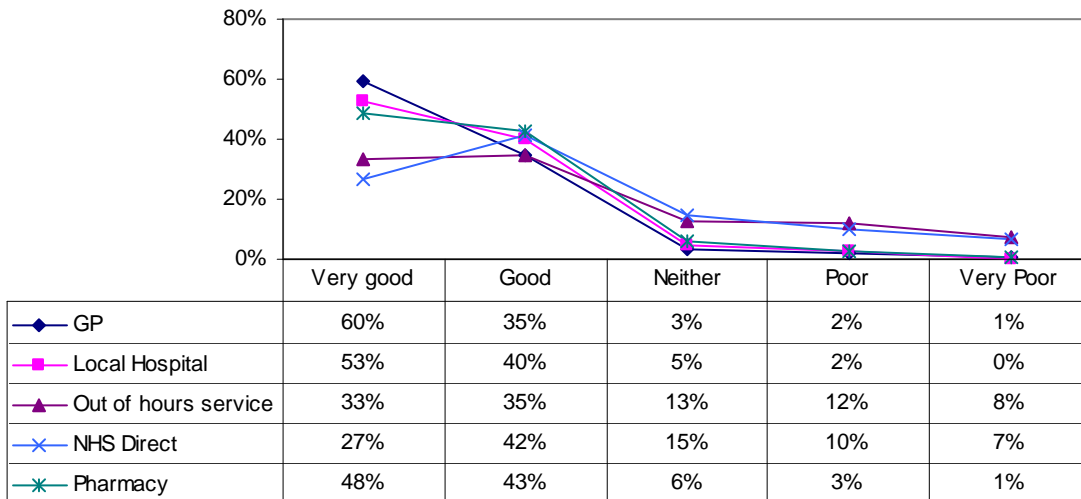
The majority of respondents rated their GP services and local hospitals as very good. On average respondents rated their experience of pharmacies as good and their out of hours service and NHS direct between neither good nor poor and good.



**Figure 1c: Local Services - Average Ratings  
(Scale: 5 = Very Good to 1 = Very Poor)**



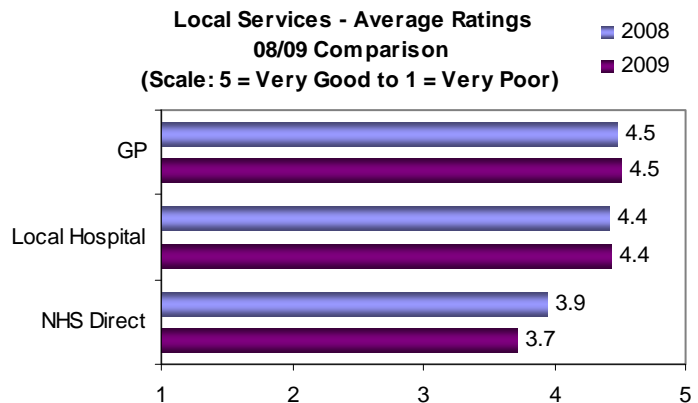
### Ratings of services used the the past year



GP services received the highest ratings in West Dorset and Weymouth and Portland and lowest in Christchurch. Local hospitals achieved relatively high ratings across the board with no particular area of Dorset achieving a below average rating. Out of hours services were rated the lowest in North Dorset, Purbeck and West Dorset and the highest in Weymouth and Portland. Respondents in Purbeck rated NHS direct the lowest at 3.4, respondents in Christchurch rated it the highest at 3.9. Respondents in Christchurch rated their experience of their pharmacy the lowest, but still good at 4.2, respondents in Purbeck rated their experience the highest and 4.5.

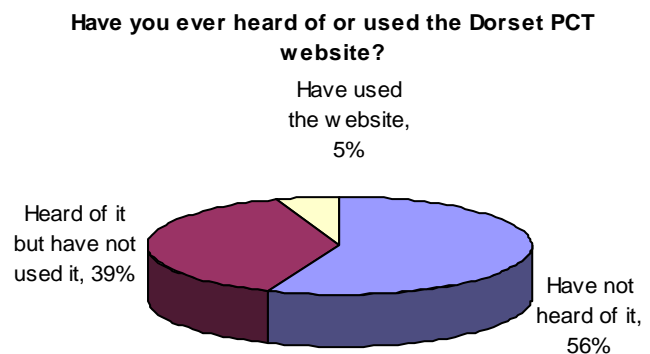
Local Services - Average Ratings by Locality (Scale: 5 = Very Good to 1 = Very Poor)						Above average
						Below Average
	Christchurch	East Dorset	North Dorset	Purbeck	West Dorset	Weymouth & Portland
GP	4.3	4.5	4.5	4.5	4.6	4.6
Local Hospital	4.4	4.5	4.5	4.5	4.4	4.4
Out of hours service	3.8	3.7	3.6	3.6	3.6	4.0
NHS Direct	3.9	3.7	3.7	3.4	3.8	3.8
Pharmacy	4.2	4.3	4.3	4.5	4.4	4.3

Ratings for GP services and Local Hospitals remained consistent with ratings in 2008. These ratings were assessed on an individual respondent basis, only including data from respondents who completed both the Lifestyle survey (2008) and Alcohol questionnaire (2009). Ratings for NHS direct has decreased during the past 12 months from 3.9 to 3.7.



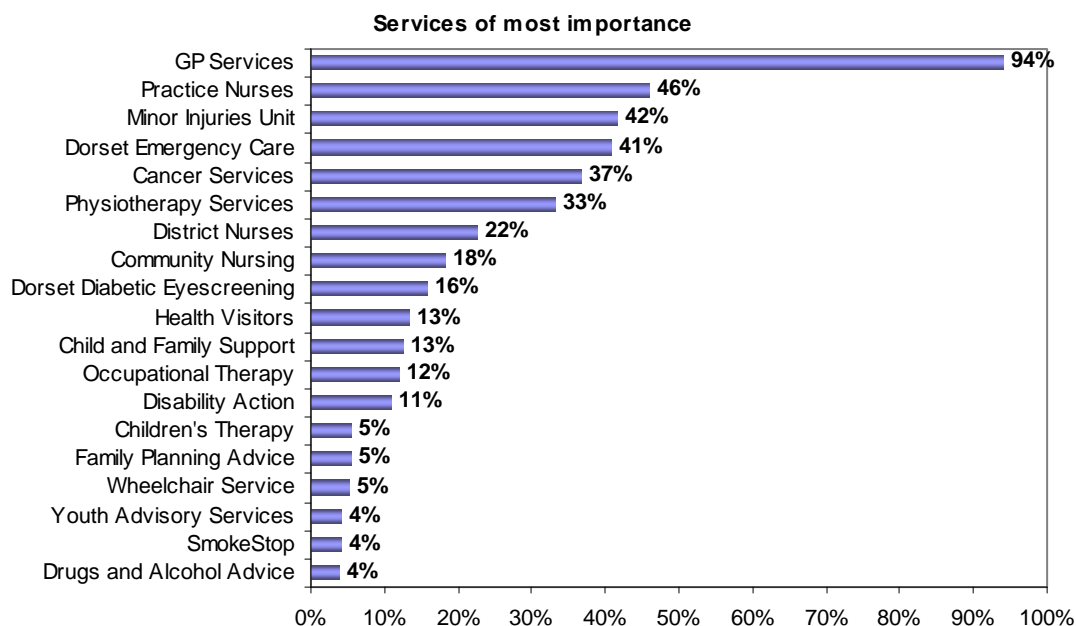
### PCT Website

The majority of respondents indicated that they had not heard of the Dorset PCT website, 56%. Only 5% of respondents reported having used it.



## Specialist Services

94% of respondents indicated that GP services were of most importance to them and their immediate family. Other services that respondents frequently indicated as of importance to them and their family were; Practice Nurses (46%), Minor Injuries Unit (42%), Dorset Emergency Care Service (41%) and Cancer services (37%).



## Local Services

Respondents were asked what local services they would like to see in their area. Responses will be reported verbatim by area.

### Christchurch

- 24 hour GP.
- A better pharmacy is needed locally as the local one is unable to cope. It is inadequate for the elderly and disabled who cannot take their prescriptions to Tesco.
- A better pharmacy service - both our local pharmacies are Lloyds.
- A good dentist on the NHS.
- Blood tests done in the Surgery rather than in hospital.
- Blood tests in GP surgeries.
- Bring back Doctor visits by my own Doctor and also weekend opening.
- Chiropody on the NHS.x3
- Complementary medicine.
- Complimentary therapies in or near the surgery, for easy access to Cancer care and other chronic conditions.
- Dentistry and podiatry.
- Easier access to specialists.
- Elderly people re-assured about their illness and informed what there drugs are for.
- Health check ups upon request at local GP surgery. Breast screening.
- Health visitor and midwifery input into accredited programme for young parents  
Community nurse drop in sessions.
- In-house phlebotomists at GP surgeries to negate the need for endless queues at hospital every time blood work needed. This presents particular difficulties for the elderly and their carers.
- Keep help for the elderly going so they can stay in their own homes.

- Minor injuries clinic.
- Minor injuries units.
- More direct advice and action to deter underage people drinking.
- More district nurses are needed, as well as support groups and advice lines for the elderly.
- More health screening.
- More help for people who suffer from a mental health crisis.
- More information for carers.
- More pro-active health checks for people aged 60 and over.
- NHS chiropodist for basic nail trims and corn treatments.
- NHS dentist, more physiotherapy and chiropractic treatment.
- Regular (say annual) medical assessment with own GP. As an ex serviceman I had annual PULHEEMS assessments. I have had nothing similar since discharge in 1983!
- Saturday morning surgery.
- To ensure GPs have sufficient resources to review patient's conditions, rather than just giving repeat prescriptions.
- To maintain the services at Christchurch Hospital. I use the Blood testing service there as I am on Warfarin and find the service first class. I hope that will not be taken away.
- Walk-in centre.
- Well Man Clinic, Well Woman Clinic, Hypnotherapy.
- Well Woman and Well Man clinics.

### **East Dorset**

- Improved ways of making GP appointments.
- A GP service where you don't have to wait for a week to see your own doctor!
- A more flexible appointment system.
- A quicker referral facility for those needing a diagnosis in hospital.
- A&E in Wimborne.
- Accessibility to your chosen GP and being able to book next day appointments.
- An open clinic for blood tests.
- Annual medical check for senior citizens. An improved service for Consultant appointments with less protracted stages.
- Better mental health services. Better communication from secondary care providers.
- Better surgeries. Our doctor is good but his surgery is poorly run.
- Blood tests with a shorter waiting time than the 6 weeks quoted by our GP.
- Chiropody on the NHS. X 2
- Chiropractic/osteopathy for straight-forward back problems.
- Cholesterol testing for over 50s and prostate tests for over 50s men, on same basis as smear tests. More preventative tests.
- Discussion groups for age related health issues.
- Doctors readily available earlier and later in the day.
- Doctors should make house calls.
- Drop-in clinics.
- Educational facilities. For children's health (mental and physical) and for cancer prevention - for a start.
- Fast track access to chiropractor and physiotherapy.
- Free parking for hospital visiting. Booking Doctor's appointments on line.
- Further expansion and use of small local hospitals suitable for minor surgery, chemotherapy, etc.
- Gasostrophy and eye clinics very poor, although other departments are excellent.
- General blood tests in Ferndown.
- Health check mobile units (supermarket sites) and free blood pressure and cholesterol checks.
- Improved care for the elderly that are living alone.
- Local hospitals for minor operations and procedures.
- Massage therapy with the physiotherapy service for the elderly.

- Mental Health Support Services.
- More emphasis upfront. Continual referring has taken me 10 months
- More hospital cars.
- More information for the elderly on facilities available from the PCT for example aids for the disabled- it is not always easy to know who to apply to for these items.
- More information regarding what pharmacies are open at weekends and bank holidays.
- More interaction using a website with my surgery - I understand some surgeries allow you to contact your GP via a website and also allow you to request repeat prescriptions etc.
- More mental health services and more elderly services
- More NHS Information at Local events and venues.
- NHS Dentist. X7
- Older people may benefit from travel help. Perhaps a one-to-one service with free parking.
- Out of hours service. X 8
- Out of hours emergency service available at weekends.
- Perhaps an improved hospital care service.
- Psychological therapy (IAPT) for older people with mental health problems.
- Self-referral podiatry consultation.
- Some old people have great difficulty in travelling to the local doctor at allocated times.
- To see a doctor or nurse quickly in a walk in emergency department.
- Weekend GPs. X2
- Well person reviews.

#### **North Dorset**

- 24 hour pharmacy.
- 24 hour walk in clinics.
- A & E closer to Gillingham than Salisbury or Yeovil
- A better phone service for 'out of hours' care.
- A change to the way in which GP surgeries will now phone patients back with appointment times.
- A comprehensive Well Woman clinic.
- A full time hospital with emergency services in Gillingham and Shaftesbury.
- A hospital in Gillingham.
- A hospital nearer Salisbury.
- A new local hospital. X 2
- Accident and Emergency department in Shaftesbury Hospital.
- Better local services.
- Better out of hours service at home.
- Better training for GP receptionists: they often appear to be hostile, unfriendly and on occasion stand around chatting whilst long queues form.
- Broader and more regular cancer screening.
- Closer hospitals, as we always have to travel to see a doctor.
- Dental access centres.
- Drop in GP service maybe once a week.
- Eye clinic; breast screening; much improved Accident and Emergency service.
- Family planning.
- Free chiropody for diabetics.
- From personal experience most essential services are already provided, both by community nurses and hospital providers. Any equipment needed is also readily provided.
- I would like someone to talk to someone locally about problems arising from hospital attendance and treatment.
- Increased preventative screening of common diseases
- It would nice to see hospital referrals speeded up - an eight week delay is a long time.
- Late night surgery.
- Liaison with local community groups to give information.



- Mental health care for young people in primary and secondary schools.
- Minor injury/illness centres, some areas call them urgent care centres existing services at Dorset County Hospital should be maintained/supported
- Mobile medical services.
- More appointments at local hospitals /surgeries rather than having to make a 40 mile round trip to Dorchester.
- More care for the over 60's.
- More consultant clinics at local hospitals to save long journeys.
- More free dental and eye tests, as these are preventative medicine.
- More information on how to get help with palliative care.
- More knowledge and acceptance of the value and benefits of alternative therapies.
- More Physio/Osteo capacity at GP.
- More treatments generally and clinics for the elderly available locally in Shaftesbury.
- NHS dentist for adults in Stalbridge.
- NHS Dentists.
- Our GP surgery open on Tuesday pm and Saturday am - like it used to be. Appointment availability. Apart from triage, we have to wait 3 days for appointment to see any doctor and 7 days to see the one of our choice.
- Out of hours service from own doctors.
- Out of hours service.
- Parkinson's nurse.
- Pharmacies should be open longer at weekends. Services should be retained at local hospitals, including GP led minor operations.
- Regular heart tests.
- Saturday morning GP surgery.
- Saturday surgery and better car parking at hospitals.
- Sexual Health Clinics.
- There are good services all round.
- Transport to hospital appointments.
- Walk in clinics closer than Yeovil or Salisbury.
- Weight loss help.

### **Purbeck**

- Faster access to GP either by phone or surgery visit.
- Faster service for repeat prescriptions. It currently takes 1 week.
- A proper Accident and Emergency department in Swanage.
- A proper out of hours service.
- Better access to local GP surgeries.
- Bowen Therapy.
- Continuation of paramedic service at all times.
- Dental services
- Dentistry - there is no NHS service in Swanage.
- Dentists.
- Eye clinic.
- Improve contact generally.
- Improved out of hours and overnight service by local GPs.
- Increased community care for helping elderly people to be as independent as possible. There is some very good care, but some people do not know what is available or cannot access it.
- Just better availability to GP when required - at the moment there is a long wait for appointments
- Local Cancer related diagnostics and treatment to save long journeys from Dorchester to Poole.
- Maternity.
- Max availability of services at Swanage Hospital for 24 hours
- More at the Cottage Hospital in Swanage.

- More district nurses are needed to visit the elderly for dressings, etc.
- More Doctors and Dentists.
- More groups for people with mental health problems to be held on weekends and evenings.
- More out of hours doctors surgeries.
- Out of hours GP.
- Physiotherapy
- Prompt response by out of hours doctors - they are usually very unsatisfactory and represent poor value.
- Responsive out of hours service manned by local GPs
- Routine well people health checks
- Saturday morning surgery.
- Well Woman clinics.
- Young persons clinic.

### **West Dorset**

- A clinic.
- A GP surgery in our village.
- Advice and clarity on units for adults.
- Advice to old people how to keep muscles active to keep atrophy at bay.
- Better follow up
- Better physiotherapy at doctors surgery.
- Better treatment for illnesses which occur more at the onset of old age e.g. cancer.
- Bring back the Accident and Emergency clinic in Weymouth.
- Cancer care at Dorchester Hospital.
- Cardiology; rheumatology; breast cancer services.
- Certainty of retaining hospital transport.
- Chemotherapy services at Dorchester hospital rather than having to travel to Poole everyday.
- Chemotherapy and radiotherapy - sick people should not have to travel to Poole everyday.
- Chiropody / podiatry.
- Chiropody on the NHS.
- Chiropody on the NHS.
- Chiropody.
- Clear information between our nearest local services (Yeovil and Somerset and Dorset PCT).
- Content with services already provided.
- Day centres for the elderly.
- Delivering prescribed medications to one's home.
- Dental surgery at Lyme Medical Centre.
- Drop in doctors surgery.
- Early appointments.
- Eye clinic at Bridport Hospital.
- Full cancer services focus on elderly care.
- General Urinary clinic for young people.
- GP services more widely available at weekends.
- GP surgery on Saturday.
- Greater promotion of alcohol reduction strategies and working with statutory and non-statutory agencies on good parenting.
- Hearing aid clinic in Bridport.
- Home visiting by Doctor if necessary.
- I believe the local NH
- I would like to see some consistency throughout the NHS. It is a disgrace that some drugs are not available on the NHS in some areas. The NHS is not national.
- Improved hospital car service.
- Keep all present services at Dorchester Hospital.

- Keep current services local. We have a fifty mile round trip to Dorchester Hospital and there is currently talk of services transferring to Poole, which would be around 110 miles and take around three hours on public transport.
- Leisure centre activities which are free to everyone, especially swimming.
- Linking fitness and slimming clubs with the NHS; offering more courses in stress management and handling old age equipment.
- Local cancer treatment rather than having to go to Poole.
- Local doctors available at weekends.
- Local out of hours doctors on call.
- Longer hours at doctors' surgery.
- Maintain all existing services in west Dorset and do not centralise into Bournemouth and Poole.
- More accessible support for carers of dementia patients.
- More breast cancer care and more affordable hospital transport with Dorchester.
- More clinics in Bridport instead of having to travel to Dorchester or Poole.
- More dedicated help for dementia patients is needed, as well as respite for carers.
- More dental services - Charmouth Dental Service is very overstretched.
- More flexible GP hours.
- More minor surgery at GP practices.
- More nurse practitioners as they seem more accessible.
- More opportunity to have appointments with consultants at Bridport Community Hospital.
- More positive approach to health - screening, advice, more preventative measures generally.
- More support for carers of disabled children by way of the NHS, not social services.
- More visits for sufferers of Obsessive Compulsive Disorder.
- Neuro physio in addition to what we have
- NHS counselling and support services.
- NHS Dentist.
- Out of hour's pharmacy.
- Pharmacies.
- Physiotherapy.
- Pulmonary Rehab Unit.
- Radiotherapy - my wife had breast cancer recently and it was disgraceful that she had to travel to Bristol for treatment.
- Rehab.
- Saturday doctors clinics.
- Services that are safe and effective and responsive PLUS better, faster alternatives to emergency hospital admission.
- Support groups.
- Teenage health drop-in clinic.
- Tests for osteoporosis available at the doctors' surgery.
- The development of local services associated with GP surgeries, ie when in Spain recently I needed a small x-ray I was not sent to a hospital, the facility existed on site. Similarly when travelling again I needed minor surgery, this too was on site.
- To ensure that elderly people receive reasonable medical care. I have not seen my GP since June 2005.
- Walk in clinics.
- We need the full range of services locally - including maternity and SCBU.
- Weekend care.
- Well Woman clinics.
- Would like GP surgeries to open Saturday and later in the evenings.
- X-rays.

## Weymouth and Portland

- A decent appointment booking system.
- A&E.
- Access to hydrotherapy pools for recovering orthopaedic patients.
- At least one out of hours service.
- Cancer checks and brain tumour checks - maintain baby unit.
- Chest x-rays.
- Chiroprapist for over 65s.
- Chiropractors; aromatherapy; massage.
- Consultants turning up on time and better communication with local hospitals.
- Extended services for the elderly and preferably in one place for teeth, hearing, feet, blood tests and blood pressure, etc.
- Extension of mammogram services to 35 plus and 65 plus for cervical smears.
- Heath checks; x-rays and Well man clinics for over 65s.
- Improved and far more comprehensive cancer care and oncology services.
- Increased mental health care.
- It would be an idea to have a NHS Dental service on Portland.
- Less waiting time for counsellors/ physiologists.
- Local ambulance station.
- Longer hours at the minor injuries unit.
- Maintain SCBU and Cancer services.
- Mental Health access to all.
- Mobile health check every year.
- More 'Engel' transport services.
- More children's mental health services in tier one and two.
- More flexible surgery hours and free access to the gym.
- NHS dental access for
- Out of hours service.
- Pain clinic.
- Physio, eye clinics, care for the disabled.
- Prostate radio therapy instead of Poole hospital.
- Shorter waiting times for minor physiotherapy treatment.
- Walk-in Centre
- Wellman clinic.
- Would love to see a nice new hospital to be built in Weymouth.