

Appendix 2

Public Health Community Nursing Contract Re-procurement

Cabinet September 26th 2024

Health Visiting and School Nursing Patient Survey Analysis 2023

The surveys were delivered via the Health Visiting and School Nursing services and stakeholder groups and by the Maternity Voices Partnership for Brighton and Hove.

Respondents: Health Visiting survey 1,064 responses School Nursing survey 47 responses

Headlines Results

70% of users were satisfied overall with the service. Satisfaction varied with the mode of contact they had, with those who had face to face contact with health visitors having the highest levels of satisfaction (77%), compared with those who had contact by phone or video call (56%).

There is also high levels of satisfaction with how services are delivered, with nearly 4 out of 5 respondents saying they were satisfied. Those who had contact by video call had the lowest levels of satisfaction.

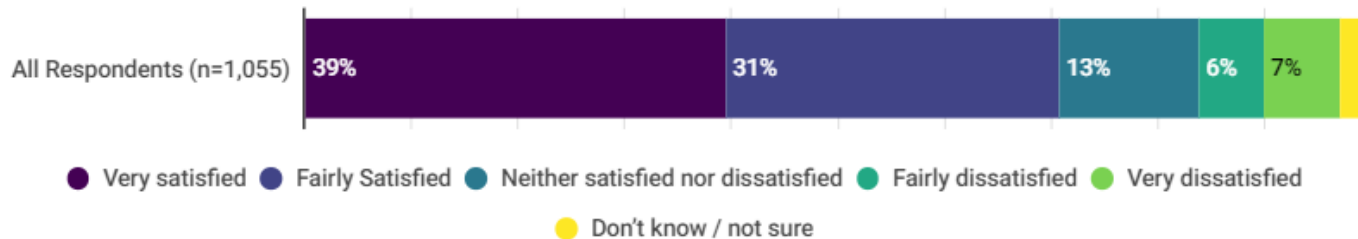
When asked about the reasons for satisfaction or dissatisfaction, the health visitor being kind and supportive was the most common theme identified for those who were satisfied, whilst those who were dissatisfied most often said there was not enough contact.

74% thought the service was helpful at providing information, and 74% also thought the service was helpful at providing reassurance.

The most helpful support provided was breastfeeding (41%), followed by sleep (22%) and infant feeding (21%).

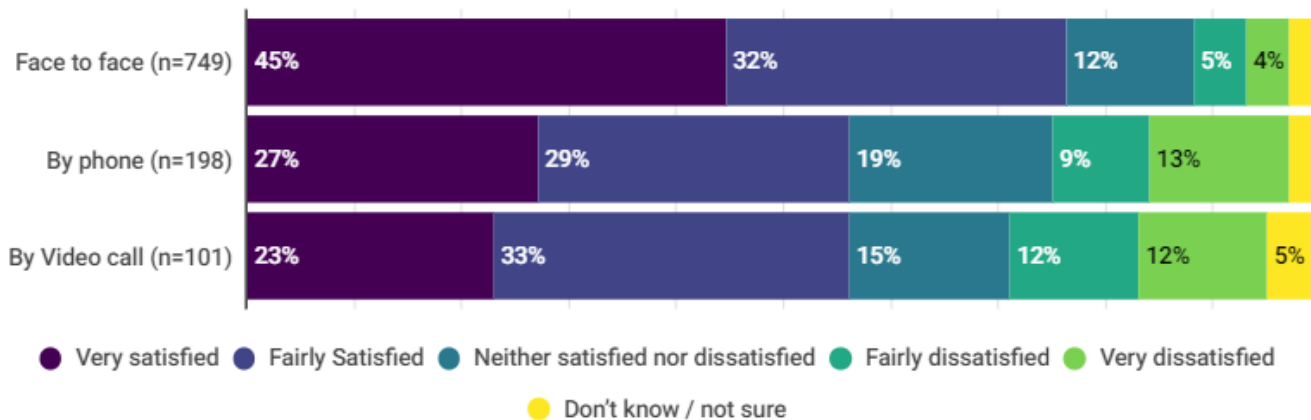
3 out of 5 respondents said it was fairly or very easy to contact the service. When asked to provide a reason, the top theme identified for those who were satisfied was quick phone calls back. At the same time, the most common theme for those who were dissatisfied was difficulty getting through on the phone and a slow response.

Overall Levels of Satisfaction with how the Health Visiting Service is delivered



● Very satisfied
 ● Fairly Satisfied
 ● Neither satisfied nor dissatisfied
 ● Fairly dissatisfied
 ● Very dissatisfied
 ● Don't know / not sure

Satisfaction by type of contact



● Very satisfied
 ● Fairly Satisfied
 ● Neither satisfied nor dissatisfied
 ● Fairly dissatisfied
 ● Very dissatisfied
 ● Don't know / not sure

There are high levels of overall satisfaction with the health visiting service. More than two thirds of respondents (70%) are very or fairly satisfied with the Health Visiting service. One in eight (13%, 138 people) are fairly or very dissatisfied.

Overall levels of satisfaction with the Health Visiting service varies by the type of contact with the service.









Respondents who had face to face contact were most likely to be satisfied, with nearly four out of five (77%) doing so, including nearly a half (45%) who are very satisfied.

However, satisfaction is lower for contact by phone (56%) and contact by video call (56%).

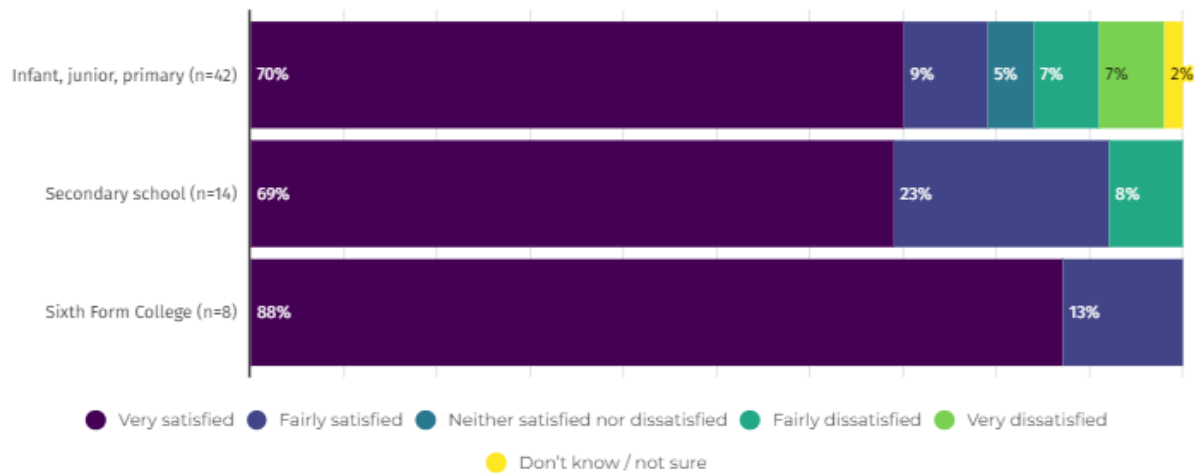
More than a fifth of respondents who had contact by phone (22%, 43 people) and nearly a quarter who had contact by video call (24%, 24 people) were fairly or very dissatisfied with how the Health Visiting service was delivered.

Overall Levels of Satisfaction with how the School Nursing Service is delivered

Headline Results

-  The majority of respondents felt that the school nursing service is both helpful at providing reassurance and at providing information. This was seen across all education phases.
-  Parents and carers of primary school aged children felt that the most helpful services provided were support in the context of the child's disability, and help with bedwetting / daytime wetting. At secondary school age, respondents felt support with anxiety, mental health and well being, and support in the context of the child's disability were the most helpful. This was similar for sixth form / college parents and carers, with the addition of referrals to specialist services.
-  There are high levels of overall satisfaction with the school nursing service at primary school level (79%), secondary school level (92%), and sixth form / colleges (100%).
-  Most respondents said the service was very or fairly easy to contact at all education phases, with the highest proportion seen in parents and carers of sixth form / college aged children (88%), followed by secondary aged children (85%), and then primary school aged children (72%).
-  Whether respondents agreed that their child told them when the service was available at school varied depending on the education phase.
-  When asked how the service could be improved, the most common response said that there was nothing to improve, followed by more availability at school.
-  The most common themes identified when asked what the service does well was that there was informative advice, the school nurse was helpful, and that they did well at facilitating referrals with other healthcare professionals.
-  The majority of respondents said they did not access the service during the pandemic, but for those that did, most said that the service continued to be provided at a good standard.

Overall Levels of Satisfaction with how the School Nursing Service is delivered



There are high levels of overall satisfaction with the School Nursing service.

Four out of five respondents or more are very or fairly satisfied with the School Nursing service. Satisfaction is high in all education phases: infant, junior and primary schools (79%, 34 people), secondary schools (92%, 12 people) and sixth forms / colleges (100%, 8 people).

Only 6 respondents (14%) of a child at an infant, junior or primary school and 8% of parents and carers with a child in secondary school are fairly or very dissatisfied with the School Nursing service.

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