Life Store Review: Engagement Report

September 2015
The engagement activity described in this report was analysed by the Communications and Engagement Team of NHS North of England Commissioning Support Unit on behalf of NHS South Tees Clinical Commissioning Group.

The report was produced for NHS South Tees Clinical Commissioning Group by NHS North of England Commissioning Support Unit.
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1. Introduction

Life Store was established to provide an innovative concept in locally available health advice and information, enabling people to take an active role in improving their own health and lifestyle behaviours.

Based in the Cleveland Centre shopping mall in Middlesbrough, Life Store is staffed by health trainers and health advisors. It focuses on promoting healthy lifestyles and local and national health initiatives.

This includes areas such as:

- BMI checks
- Blood pressure checks
- Healthy eating
- Weight management
- Smoking cessation

Life Store also provides information on a range of medical conditions and services available locally, enabling people to become involved and informed regarding their own health and lifestyle behaviours.

It provides signposting to, and hosts, a number of services delivered by both NHS and independent providers. This includes:

- Improving Access to Psychological Therapies (IAPT)
- Stress management
- Support for informal carers

The service also offers weight management support in Redcar and Cleveland as part of its outreach work to the wider South Tees population.
NHS South Tees Clinical Commissioning Group (CCG) is currently reviewing the service provided by the Life Store to determine how it can best continue to meet the health needs of local people.

As part of this review, the CCG is engaging with members of the public to help it think about how the service can be effectively delivered to extend its reach to the wider population of South Tees.

This will include Redcar and Cleveland, as well as a greater number of communities within the Middlesbrough area.

In order to effectively extend the service, the CCG is also thinking about how the Life Store model of service may have to change or be further developed to achieve this.

Engagement with the public was conducted over July and August 2015.

This report outlines the engagement activity that took place and the responses and feedback from those engaged.

2. Approaches to engagement

NHS South Tees Clinical Commissioning Group used a combination of approaches to engagement to ensure that a cross-section of local people with different needs and backgrounds were given the opportunity to have their say.

A clear and accessible approach to engagement included:

- Street surveys
- Online surveys
- In-house surveys completed by members of the public within Life Store
- Public engagement events
3. Who was engaged?

A total of 701 people responded.

- A combined total of 245 surveys were completed on the street and at engagement events
- 361 surveys were completed by members of the public within Life Store
- 95 surveys were completed online
- 15 people attended the two public engagement events at the Life Store and Tuned In in Redcar

4. Demographics of those engaged

South Tees CCG was able to produce demographic statistics (a summary of the different statistics of people taking part, such as age, gender, and ethnicity) in relation to responses submitted via the in-house Life Store surveys, the online surveys and the street surveys.

The following charts illustrate the characteristics of people engaged.

4.1 In-House Life Store Surveys

<table>
<thead>
<tr>
<th>Respondent postcode</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TS1</td>
<td>40</td>
</tr>
<tr>
<td>TS10</td>
<td>8</td>
</tr>
<tr>
<td>TS17</td>
<td>11</td>
</tr>
<tr>
<td>TS18</td>
<td>4</td>
</tr>
<tr>
<td>TS19</td>
<td>4</td>
</tr>
<tr>
<td>TS20</td>
<td>4</td>
</tr>
<tr>
<td>TS3</td>
<td>51</td>
</tr>
<tr>
<td>TS4</td>
<td>40</td>
</tr>
<tr>
<td>TS5</td>
<td>86</td>
</tr>
<tr>
<td>TS6</td>
<td>27</td>
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<tr>
<td>TS7</td>
<td>22</td>
</tr>
<tr>
<td>TS8</td>
<td>19</td>
</tr>
</tbody>
</table>
Key to above postcodes

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Area Covered by Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>TS1</td>
<td>Middlesbrough Centre</td>
</tr>
<tr>
<td>TS10</td>
<td>Redcar</td>
</tr>
<tr>
<td>TS17</td>
<td>Thornaby</td>
</tr>
<tr>
<td>TS18</td>
<td>Stockton-on-Tees Centre</td>
</tr>
<tr>
<td>TS19</td>
<td>Stockton-on-Tees</td>
</tr>
<tr>
<td>TS20</td>
<td>Stockton-on-Tees</td>
</tr>
<tr>
<td>TS3</td>
<td>Middlesbrough – Riverside / Cargo Fleet Lane</td>
</tr>
<tr>
<td>TS4</td>
<td>Middlesbrough - Marton Road / James Cook University Hospital</td>
</tr>
<tr>
<td>TS5</td>
<td>Middlesbrough - Acklam</td>
</tr>
<tr>
<td>TS6</td>
<td>Middlesbrough – South Bank / Grangetown / Eston / Normanby</td>
</tr>
<tr>
<td>TS7</td>
<td>Middlesbrough – Marton / Nunthorpe</td>
</tr>
<tr>
<td>TS8</td>
<td>Middlesbrough – Stainton / Maltby / Thornton / Coulby Newham / Newby</td>
</tr>
</tbody>
</table>

Gender of respondent

Female 74%
Male 26%
4.2 Street Surveys, Online Surveys and Surveys Completed at Public Engagement Events

Respondent postcode

<table>
<thead>
<tr>
<th>Postcode</th>
<th>Area Covered by Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>TS1</td>
<td>Middlesbrough Centre</td>
</tr>
<tr>
<td>TS10</td>
<td>Redcar</td>
</tr>
<tr>
<td>TS11</td>
<td>Marske / Yearby / Upleatham</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>TS12</td>
<td>Saltburn / Skelton / Brotton / Moorsholm</td>
</tr>
<tr>
<td>TS13</td>
<td>Loftus / Ellerby / Scaling</td>
</tr>
<tr>
<td>TS14</td>
<td>Guisborough / Dunsdale / Pinchinthorpe</td>
</tr>
<tr>
<td>TS3</td>
<td>Middlesbrough – Riverside / Cargo Fleet Lane</td>
</tr>
<tr>
<td>TS4</td>
<td>Middlesbrough - Marton Road / James Cook University Hospital</td>
</tr>
<tr>
<td>TS5</td>
<td>Middlesbrough - Acklam</td>
</tr>
<tr>
<td>TS6</td>
<td>Middlesbrough – South Bank / Grangetown / Eston / Normanby</td>
</tr>
<tr>
<td>TS7</td>
<td>Middlesbrough – Marton / Nunthorpe</td>
</tr>
<tr>
<td>TS8</td>
<td>Middlesbrough – Stainton / Maltby / Thornton / Coulby Newham / Newby</td>
</tr>
</tbody>
</table>

**Gender of respondent**

- Female: 62%
- Male: 38%
Ethnicity of respondent

- White British: 93.50%
- White Irish: 0.62%
- Mixed white and black African: 0.31%
- Mixed white and Asian: 2.17%
- Asian Indian: 0.31%
- Asian Bangladeshi: 0.31%
- Asian Pakistani: 1.86%
- Asian other: 0.62%
- Black African: 0.31%

Age of respondent

- Under 18 years: 3.67%
- 18-24 years: 7.95%
- 25-34 years: 19.57%
- 35-44 years: 15.06%
- 45-54 years: 7.95%
- 55-64 years: 19.57%
- 65-74 years: 15.06%
- 75 years or older: 3.36%
- 75 years or older: 3.36%
5. Responses and Analysis

The following provides an overview of questions asked and responses from all the surveys. This is followed by analysis of responses to each question.

For the purposes of analysis, the surveys are coded “in-store survey” and “general survey.”

General surveys include on-street, on-line and surveys completed at engagement events.

Some questions in the in-house Life Store survey were different to the questions asked in the street, online and public engagement event surveys.

Therefore separate analysis of the in-house Life Store surveys was required.

Responses and analysis are divided into in-store surveys and general surveys below, to identify the origin of the data.
Where the same question was asked in both in-store and general surveys, there is a sub-section for both in-store and general survey responses and analysis.

Where a question was asked in only one of the surveys, the summary response and analysis for that question refers only to the survey from which the question came.

5.1 How often have you used Life Store?

In-store Surveys

- 146 (44%) of respondents use the service on a weekly basis
- 85 (25%) or respondents use the service on a monthly basis
- 26 respondents did not answer this question.

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

Theme 1: Batteries for hearing aids
Out of the 20 responses received to this question, 4 (20%) mentioned batteries for hearing aids.

Theme 2: First visit for C-card
Out of the 20 responses received to this question, 4 (20%) mentioned that it was their first visit for a C-card.
Theme 3: Fortnightly visits
Out of the 20 responses received to this question, 4 (20%) mentioned that they made fortnightly visits.

General Surveys

- 241 (72%) of respondents have never used the service
- 46 (14%) of respondents have used it once or twice
- 5 respondents did not answer this question.

How often have you used the Life Store?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>241 (72%)</td>
</tr>
<tr>
<td>Once or twice</td>
<td>46 (14%)</td>
</tr>
<tr>
<td>A few times in the last year</td>
<td>28 (8%)</td>
</tr>
<tr>
<td>I use the service on a weekly basis</td>
<td>15 (5%)</td>
</tr>
<tr>
<td>I use the service on a monthly basis</td>
<td>5 (2%)</td>
</tr>
</tbody>
</table>

There were no common themes for this question.

5.2 What services have you used before?

In-store Surveys

- 225 (76%) of respondents had used the weight loss/BMI service before
- 47 (16%) had used the stop smoking service before
- In total, 379 responses were given for this answer.
What services have you used before?

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight loss/BMI</td>
<td>76%</td>
</tr>
<tr>
<td>Mental health services e.g. help for depression, anxiety, counselling</td>
<td>6%</td>
</tr>
<tr>
<td>Stop smoking</td>
<td>16%</td>
</tr>
<tr>
<td>Contraception e.g. C-Card</td>
<td>8%</td>
</tr>
<tr>
<td>Advice from Health Trainer</td>
<td>13%</td>
</tr>
<tr>
<td>I brought someone else</td>
<td>10%</td>
</tr>
</tbody>
</table>

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Audiology/hearing**
Out of the 48 responses received to this question, 21 (44%) mentioned audiology/hearing.

**Theme 2: Hearing aid / repairs/ batteries**
Out of the 48 responses received to this question, 20 (42%) mentioned hearing aid, repairs or batteries.

5.3 **What did you use the service for?**

- 34 (44%) of respondents used the service for weight loss/BMI
- 22 (29%) brought someone else to the Life Store
- 95 responses were received to this question, with respondents able to choose more than one response.
**What did you use the service for?**

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight loss/BMI</td>
<td>44%</td>
</tr>
<tr>
<td>Mental health services e.g. help for depression, anxiety, counselling</td>
<td>12%</td>
</tr>
<tr>
<td>Stop smoking</td>
<td>21%</td>
</tr>
<tr>
<td>Contraception e.g. C-Card</td>
<td>4%</td>
</tr>
<tr>
<td>Hearing Aid Batteries</td>
<td>14%</td>
</tr>
<tr>
<td>I brought someone else</td>
<td>29%</td>
</tr>
</tbody>
</table>

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Blood pressure check**
Out of the 13 responses received to this question, 2 (15%) mentioned blood pressure check.

**Theme 2: Collect literature**
Out of the 13 responses received to this question, 2 (15%) mentioned collect literature.

**5.4 Some of the services offered by the Life Store are also available locally. Why did you choose the Life Store?**

**In-store Surveys**

- 289 (86%) of respondents suggested that they chose to visit the Life Store due to its convenient location
- 563 responses were received to this question, with respondents choosing more than one option.
Some of the services offered by the Life Store are also available locally. Why did you choose the Life Store?

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient location</td>
<td>86%</td>
</tr>
<tr>
<td>No one knows what service you are using within the Life Store / discreet</td>
<td>24%</td>
</tr>
<tr>
<td>I like the environment e.g. the look and feel of the Life Store</td>
<td>46%</td>
</tr>
<tr>
<td>I brought someone else</td>
<td>11%</td>
</tr>
</tbody>
</table>

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Friend recommended or brought them**
Out of the 7 responses received to this question, 2 (29%) mentioned their friend recommended the service or brought them.

**Theme 2: Referred by Doctor**
Out of the 7 responses received to this question 2, (29%) mentioned they were referred by a doctor.

**Theme 3: Discreet service**
Out of the 7 responses received to this question 2, (29%) mentioned that Life Store offered a discreet service.

**5.5 What was the reason for your visit today?**

**In-store Surveys**

- 162 (56%) of respondents suggested they visited today for a BMI check
• 128 (45%) visited for weight loss
• 394 responses were received to this question, with respondents able to choose more than one option.

What was the reason for your visit today?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To bring someone else</td>
<td>9%</td>
</tr>
<tr>
<td>BMI check</td>
<td>56%</td>
</tr>
<tr>
<td>Weight loss</td>
<td>45%</td>
</tr>
<tr>
<td>Help with mental health e.g. depression, anxiety, counselling</td>
<td>3%</td>
</tr>
<tr>
<td>Stop smoking service</td>
<td>11%</td>
</tr>
<tr>
<td>Contraception e.g. C-Card</td>
<td>7%</td>
</tr>
<tr>
<td>Advice from Health Trainer</td>
<td>7%</td>
</tr>
</tbody>
</table>

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: hearing aids/batteries/repairs**
Out of the 39 responses received to this question, 22 (56%) mentioned hearing aids batteries and or repairs.

**Theme 2: Audiology / hearing test**
Out of the 39 responses received to this question 14, (36%) mentioned hearing audiology.

5.6 How did you get here today?

• 123 (36%) of respondents arrived at the Life Store by car
• 112 (32%) of arrived by bus
• 346 responses were received to this question
• 15 respondents did not answer this question.
How did you get here today?

- Walk (96) 28%
- Bus (112) 32%
- Taxi (15) 4%
- Car (123) 36%

5.7 If the Life Store was not open today, would you have used another service?

In-store Surveys

261, (75%) of respondents would have waited for the Life Store to re-open if it wasn’t open today

- 50, (14%) would not have used any other service
- In total 347 respondents completed this question
- 14 respondents did not answer the question.

If the Life Store was not open today, would you have used another service?

- Yes (25) 7%
- Yes, I would if I knew about other similar services locally (11) 3%
- No, I would have waited for the Life Store to re-open (261) 75%
- No, I wouldn’t have used any other service (50) 14%
5.8 If yes, which service would you have used?

**In-store Surveys**

- 41, (72%) of respondents would have visited their GP Surgery if the Life Store was closed today
- 31, (54%) would have visited their pharmacy / chemist
- 84 respondents completed this question
- 48 more respondents completed this question than said they would use another service.

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Audiology Department**
Out of the 13 responses received to this question, 5 (38%) mentioned the audiology department.

**Theme 2: Hospital**
Out of the 13 responses received to this question, 4 (31%) mentioned the hospital.

5.9 Has the Life Store made a difference to your health and wellbeing?

**In-store Surveys**
267 (79%) of respondents stated that the Life Store had made a difference to their health and wellbeing
41 (12%) said they were not sure
337 responses were received to this question
24 respondents did not answer this question.

Has the Life Store made a difference to your health and wellbeing?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (267)</td>
<td>79%</td>
</tr>
<tr>
<td>No (29)</td>
<td>9%</td>
</tr>
<tr>
<td>Not Sure (41)</td>
<td>12%</td>
</tr>
</tbody>
</table>

5.10 If yes, please tell us in what way.

In-store Surveys

39 people responded to this question

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1**: Weight
Out of the 39 responses received to this question, 25 (64%) mentioned weight.

**Theme 2**: Stop smoking
Out of the 39 responses received to this question, 11 (28%) mentioned stop smoking.

**Theme 3**: C-card
Out of the 39 responses received to this question, 3 (8%) mentioned C-card.
5.11 Do you think the Life Store service could be improved?

**In-store Surveys**

- 302 (88%) of respondents do not think that the Life Store service can be improved
- 30 (9%) of respondents think that the Life Store service could be improved
- 343 responses were received to this question
- 18 respondents did not answer the question.

**Do you think the Life Store service could be improved?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (30)</td>
<td>9%</td>
</tr>
<tr>
<td>No (302)</td>
<td>88%</td>
</tr>
<tr>
<td>Never used the Life Store so could not say (11)</td>
<td>3%</td>
</tr>
</tbody>
</table>

**General Surveys**

- 232 (70%) of respondents never use the Life Store so could not say if the service could be improved
- 68 (20%) of respondents did not think that the Life Store service could be improved
- 333 responses were received to this question

**Do you think the Life Store service could be improved?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (33)</td>
<td>10%</td>
</tr>
<tr>
<td>No (68)</td>
<td>20%</td>
</tr>
<tr>
<td>Never use the Life Store so could not say (232)</td>
<td>70%</td>
</tr>
</tbody>
</table>

5.12 If yes, please tell us how you think it could be improved e.g. what services would you like to see, location, opening times etc.
In-store Surveys

- 12 people responded to this question

No general themes were showing for this question.

General Surveys

- 12 people responded to this question

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: More services available**
Out of the 12 responses received to this question, 2 (17%) mentioned more services should be available, with one suggesting a drop in service where people could make comments or complaints.

**Theme 2: Always room for improvement**
Out of the 12 responses received to this question, 2 (17%) mentioned that there is always room for improvement.

**Theme 3: More information available**
Out of the 12 responses received to this question, 2 (17%) mentioned that there should be more information available.

5.13 Are there any aspects of your own health you would like some help with?

In-store Surveys
- 157 (47%) of respondents suggested that they would like help to be a healthy weight
- 140 (42%) of respondents suggested they did not need help
- 407 responses were received, with respondents choosing more than one option.

**Are there any aspects of your own health you would like some help with?**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a healthy weight</td>
<td>47%</td>
</tr>
<tr>
<td>Decreasing drinking (alcohol)</td>
<td>2%</td>
</tr>
<tr>
<td>Drugs</td>
<td>0%</td>
</tr>
<tr>
<td>Blood pressure</td>
<td>7%</td>
</tr>
<tr>
<td>Mental health e.g., depression, anxiety, counselling</td>
<td>7%</td>
</tr>
<tr>
<td>Smoking</td>
<td>10%</td>
</tr>
<tr>
<td>Managing a long term condition e.g., COPD, diabetes</td>
<td>7%</td>
</tr>
<tr>
<td>No help required</td>
<td>42%</td>
</tr>
</tbody>
</table>

No general themes were available for this question.

**General Surveys**

- 209 (65%) of respondents suggested that they did not require help with their own health
- 79 (24%) of respondents suggested they required help to be a healthy weight
- 400 responses were received, with respondents choosing more than one option.
Are there any aspects of your own health you would like some help with?

<table>
<thead>
<tr>
<th>Health Aspect</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Being a healthy weight</td>
<td>24%</td>
</tr>
<tr>
<td>Reducing drinking (alcohol)</td>
<td>5%</td>
</tr>
<tr>
<td>Drugs</td>
<td>2%</td>
</tr>
<tr>
<td>Blood pressure</td>
<td>7%</td>
</tr>
<tr>
<td>Mental health e.g. depression, anxiety, counselling</td>
<td>7%</td>
</tr>
<tr>
<td>Smoking</td>
<td>7%</td>
</tr>
<tr>
<td>Managing a long term condition e.g. COPD, diabetes</td>
<td>6%</td>
</tr>
<tr>
<td>No help required</td>
<td>65%</td>
</tr>
</tbody>
</table>

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Get help from my GP**

Out of the 13 responses received to this question, 4 (31%) mentioned that they get help from their GP.

**5.14 What do you think are some of the biggest health issues facing local people where you live?**

**In-store Surveys**

- 263 (77%) of respondents think that the biggest health issue facing local people is drinking too much alcohol
- 254 (75%) of respondents think that being a healthy weight is a big health issue
- 1290 responses were received, with respondents choosing more than one option.
What do you think are some of the biggest health issues facing local people where you live?

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Don’t know**
Out of the 11 responses received to this question, 2 (18%) mentioned that they didn’t know.

**General Surveys**

- 187 (65%) of respondents think that the biggest health issues facing local people is drinking too much alcohol
- 173 (60%) of respondents think that being a healthy weight is another big health issue
- 903 responses were received, with respondents choosing more than one option.
What do you think are some of the biggest health issues facing local people where you live?

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Don’t know / not sure**
Out of the 44 responses received to this question, 37 (84%) mentioned that they didn’t know or weren’t sure.

5.15 What do you think is the best way to offer help and advice to people about their health?

**In-store Surveys**

- 339 (95%) of respondents believe the best way to offer help and advice to people about their health is face to face
- 113 (32%) of respondents believe that the best way to offer help and advice to people about their health is through information leaflets
- 576 responses were received to this question, with respondents choosing more than one option.
What do you think is the best way to offer help and advice to people about their health?

No general themes were available for this question.

**General Surveys**

- 299 (89%) of respondents think the best way to offer help and advice to people about their health is face to face
- 187 (56%) of respondents think the best way to offer help and advice to people about their health is through information leaflets
- 736 responses were received to this question, with respondents choosing more than one option.

What do you think is the best way to offer help and advice to people about their health?
The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1**: Depends on the person / people learn differently
Out of the 12 responses received to this question, 3 (25%) mentioned that it depends on the person or people learn differently.

**Theme 2**: all of the above
Out of the 12 responses received to this question, 2 (17%) mentioned all of the above.

5.16 Where would you consider accessing services that help you look after your health?

**In-store Surveys**

- 236 (75%) of respondents would consider accessing the GP surgery to help them look after their health
- 121 (38%) of respondents would consider accessing a pharmacy to help them look after their health
- 731 responses were received to this question, with respondents choosing more than one option.

Where would you consider accessing services that help you look after your health?

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health bus that visits local communities (56)</td>
<td>18%</td>
</tr>
<tr>
<td>Libraries (62)</td>
<td>20%</td>
</tr>
<tr>
<td>Leisure centres (80)</td>
<td>25%</td>
</tr>
<tr>
<td>Community buildings e.g. hubs, church halls, community centres, schools (79)</td>
<td>25%</td>
</tr>
<tr>
<td>Shopping centres and supermarkets (97)</td>
<td>31%</td>
</tr>
<tr>
<td>GP Surgery (236)</td>
<td>75%</td>
</tr>
<tr>
<td>Pharmacy (121)</td>
<td>38%</td>
</tr>
</tbody>
</table>
The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Life Store**
Out of the 20 responses received to this question, 12 (60%) mentioned the Life Store.

**Theme 2: Internet**
Out of the 20 responses received to this question, 3 (15%) mentioned the Internet.

**Theme 3: Hub**
Out of the 20 responses received to this question, 2 (10%) mentioned a hub.

**General Surveys**

- 270 (89%) of respondents would consider accessing the GP surgery to help them look after their health
- 220 (73%) of respondents would consider accessing a pharmacy to help them look after their health
- 864 responses were received to this question, with respondents choosing more than one option.

Where would you consider accessing services that help you look after your health?

![Chart showing the percentage of respondents who would consider accessing various services.]

- Health bus that visits local communities (69) 30%
- Libraries (67) 22%
- Leisure centres (70) 23%
- Community buildings e.g. hubs, church halls, community centres, schools (96) 32%
- Shopping centres and supermarkets (52) 17%
- GP Surgery (270) 89%
- Pharmacy/Chemist (220) 73%
The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Walk-in centres**
Out of the 29 responses received to this question, 14 (48%) mentioned a walk-in centre.

**Theme 2: Anywhere**
Out of the 29 responses received to this question, 7 (24%) mentioned anywhere.

**Theme 3: Don’t know**
Out of the 29 responses received to this question, 4 (14%) mentioned anywhere.

5.17 Where do you think would be the best place in the community to receive information about your health and to receive health services?

**In-store Surveys**

- 121 people responded to this question.

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: Life Store**
Out of the 121 responses received to this question, 56 (46%) mentioned the Life Store.

**Theme 2: Town Centre**
Out of the 121 responses received to this question, 36 (30%) mentioned the Town Centre.

**Theme 3: GP surgery**
Out of the 121 responses received to this question, 31 (26%) mentioned GP surgery.

**General Surveys**

- 196 people responded to this question.

The main themes contained within the responses to this question are as follows (please note these themes are interpreted from a large number of responses and are intended to give a general overview):

**Theme 1: GP surgery**
Out of the 196 responses received to this question, 166 (85%) mentioned a GP surgery.

**Theme 2: Pharmacy**
Out of the 196 responses received to this question, 8 (4%) mentioned pharmacy.

5.18 Which of the following have you visited to ask for health advice or treatment in the last 12 months?

**In-store Surveys**

- 263 (77%) of respondents had visited a GP for health advice or treatment in the last 12 months
- 247 (72%) of respondents had visited Life Store for health advice or treatment in the last 12 months
- 833 responses were received to this question, with respondents choosing more than one option.
Which of the following have you visited to ask for health advice or treatment in the last 12 months?

- 236 (72%) of respondents have visited a GP for health advice or treatment in the last 12 months
- 110 (33%) of respondents had visited a pharmacy / chemist for health advice or treatment in the last 12 months
- 586 responses were received to this question, with respondents choosing more than one option.

General Surveys

- 236 (72%) of respondents have visited a GP for health advice or treatment in the last 12 months
- 110 (33%) of respondents had visited a pharmacy / chemist for health advice or treatment in the last 12 months
- 586 responses were received to this question, with respondents choosing more than one option.
6. Conclusions

Engagement activity consisted of quantitative and qualitative questions that were completed across two versions of a survey. One version was completed within Life Store itself. The other surveys were completed on-street, online and at public engagement events.

In-store and general surveys were analysed separately, as they were different questionnaires. It can be seen within the analysis of main themes for each element of activity that there are quite distinct responses to each.

Out of the people who completed the questionnaire at the Life Store, it proves to be a popular venue with 44% of people visiting on a weekly basis. However, when looking at the other surveys that were not completed at Life Store, 72% said they had never visited. It can therefore be concluded that a small proportion of residents in South Tees use Life Store regularly.

When visiting Life Store, weight loss/BMI was the service people used most amongst both surveys, (In-store: 76%, General: 44%). People also visit Life Store regularly for audiology services, often to get their hearing aid repaired or new batteries fitted.

When looking at respondents who completed the survey within Life Store, the majority attend due to the convenient location (86%).

The most popular reasons for attendance on the day of completing the survey were:

- Weight loss
- BMI check
- Audiology.

If Life Store was not open on the day they visited, the majority of respondents said they would wait until it re-opened, (75%).
Out of the minority of people who did say they would visit elsewhere, GP practices proved to be the most popular service, with 72% of people stating they would visit their GP surgery.

79% of people completing the survey within Life Store said the service has made a difference to them.

The majority of people who completed the in-store survey do not think that Life Store can be improved (77%).

The majority of people (70%) who completed the general survey had never used Life Store, and felt unable to say whether or not it could be improved.

Overall, respondents said that they would like help to maintain a healthy weight, (In-store: 47%, general: 42%). The biggest health issues facing local people were perceived as:

- Drinking too much alcohol, (In-store: 77%, General: 65%)
- Maintaining a healthy weight, (In-store: 75%, General: 60%)
- Smoking, (In-store: 64%, General: 59%).

Some respondents felt that the best way to offer help and advice in relation to health is to talk to people face to face (In-store: 95%, General: 89%).

The next most popular method would be via an information leaflet, (In-store: 32%, General: 56%).

Services that people would consider accessing to help them look after their health included GP practice, (In-store: 75%, General: 89%) and local pharmacy, (In-store: 38%, General: 73%).

When respondents were asked where they thought would be the best place in the local community to receive information about their health and to receive health services, the prevalent theme showing amongst both surveys was also GP
practice. Amongst the surveys completed within the Life Store, a popular response was the Life Store.

Over the last 12 months the majority of respondents have visited their GP practice, (In-store: 77%, General: 72%) for health advice or treatment.

Life Store, (In-store: 72%) was popular amongst the surveys completed within the store, with pharmacy, (General: 33%) and walk-in centre, (General: 23%) being popular amongst the general surveys.
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