A middle-aged man with short, graying hair is sitting on a light-colored sofa. He is wearing a light blue button-down shirt. He is looking down at a tablet computer held in his left hand. His right hand is raised, making an 'OK' gesture with his thumb and index finger touching. The background is a bright, indoor setting with a bookshelf visible.

Isle of Wight

Sensory service  
co-production  
survey

2018

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## **1 Acknowledgements**

The Commissioning Team would like to thank everyone who contributed to the success of this piece of co-production work. Particularly the group of partners who we invited to help us develop the survey, this group includes Healthwatch Isle of Wight, People Matter IW, Carers IW, Sight for Wight, Sonus, Easthill Home for the deaf and our experts by experience including Tina Snow. We really valued the group's honest feedback and their support with promoting the survey and helping us to ensure that we reached the widest audience.

We would like to thank the team at People Matter who worked as our co-production partners, processing all of the paper survey responses and supporting us at the well-attended public event. We would also like to thank Action on Hearing Loss who currently deliver the Sensory Service on the Isle of Wight and have done everything they can to support this piece of work.

We would also like to thank everyone who took the time to complete the survey and shared their views about how things are working currently and provided ideas about how services can be improved in the future.

## **2 Executive Summary**

The Isle of Wight Council is renewing support services for Island residents with a sensory impairment in 2019. To ensure that we listen to the views of the people that use these services we undertook a programme of public engagement and co-production, which included talking to local organisations that support people with sensory loss, speaking to existing groups and forums, and a public event where people were able to drop in and speak to us face to face.

To support this piece of co-production work, a survey was sent to more than 2000 Island residents who are known to have a sensory impairment. This short survey sought people's views about the current service provision and what changes we could make to improve this service and make it more effective. People were given a variety of options for completing the survey including printed or braille hard copy, online or over the phone. We received 724 responses providing us with a wide range of comments and views. The information gathered from this survey will be used to help us design future services.

The survey demonstrated that a high proportion of people who use the current service are very satisfied with the support that they have received.

People told us that the things that they value most from the current service include:

- General advice and information
- Provision of aids and equipment
- Community hearing aid clinics
- Specialist assessment of needs
- Home visits
- Personalised mobility training
- Support for family and carers

The survey also highlighted some areas that could be improved including:

- Improved methods of communication to make it easier for the service to maintain contact with people who have used them. Suggestions included a newsletter, improved website and use of social media and an annual telephone review to discuss any changes in need
- Better promotion of the service and closer joint working between the hospital and the Sensory Service to ensure that people are aware of the support available to them following diagnosis of a sensory loss
- Increased options for communicating with the service including email, text and british sign language
- People would welcome increased social opportunities

### **3 Background**

In 2014 a decision was made to create a single Sensory Service to support people with sight, hearing or dual sensory loss, previously support was delivered through a number of separate contracts. The aim of the new contract was to combine all sensory support in one place to reduce duplication and simplify things for people, particularly those who have multiple sensory impairments who previously had to seek support from a number of organisations.

Action on Hearing Loss were awarded the new contract and have developed a service which undertakes specialist assessments of need and provides information, advice and guidance. The Sensory Service promotes independence by providing equipment on loan and access to a wide variety of support and resources including a community based hearing aid maintenance service.

The current contract will end on 31 March 2019 and we are therefore reviewing the current provision. We wanted to make sure that we have listened to the views and experiences of the people who have used the service and their families and use this information to plan and shape the future service. To this end, we produced and distributed a short survey inviting people to share their views and ideas with us.

### **4 Co-production Survey**

A copy of the survey can be seen in appendix A of this document.

Approximately 2200 surveys were sent to people with a current registration on our local sensory loss registers. An online version was also developed to enable people to complete the survey electronically and provide access to the wider population via the Isle of Wight Council's website. The survey was advertised widely in the local media, across social media and through local partner organisation's newsletters. Commissioners attended the Sensory Service Forum to speak to people who use the service and volunteers who help to deliver it. A public event was also held at the Riverside Centre, Newport where people were invited to come and talk to us face to face and receive support to complete the survey if required.

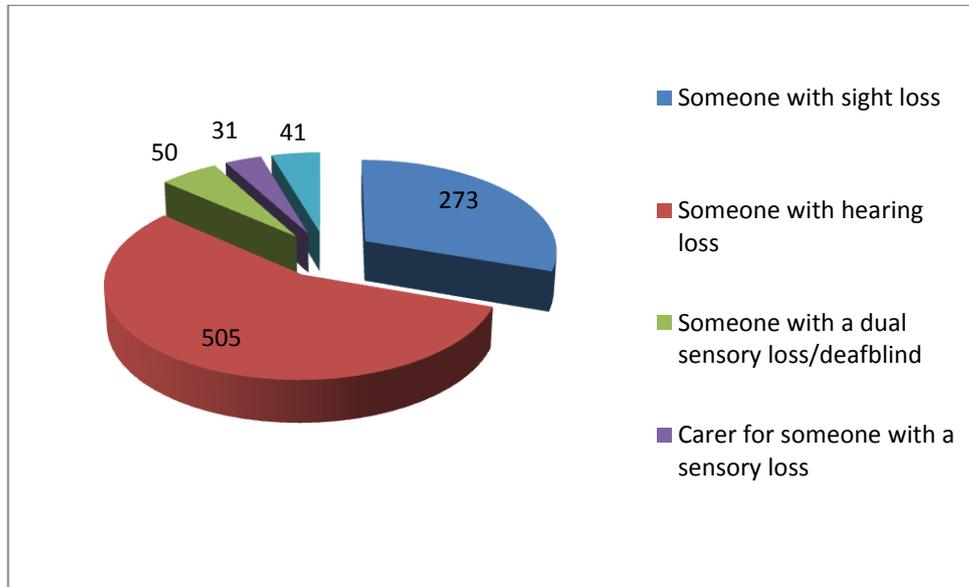
We received a total of 724 responses to the survey which is a 33% return rate.

## 5 Summary of Responses

### Question 1

#### **How would you describe yourself?**

702 respondents answered this question but as people were able to tick more than one option we have a total of 900 responses.



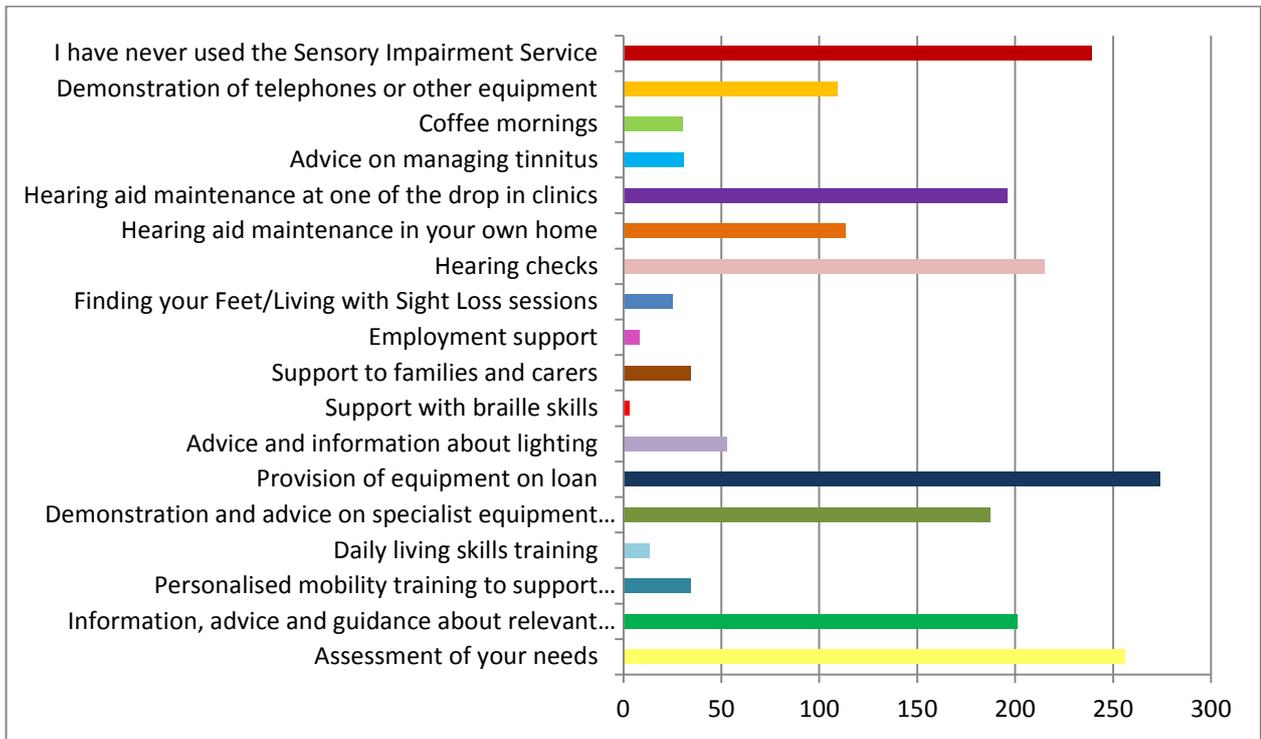
### Question 2

#### **Have you or your family member received support from the Sensory Service? What type of support have you received?**

699 people responded to this question and the responses give a clear indication of the types of support which are widely accessed and those which are used less.

The provision of equipment which enables people to live more safely and independently is the most used service, followed closely by specialist assessment of needs, hearing checks and information, advice and guidance. Other frequently used services are the hearing aid drop in clinics and the demonstration and advice on specialist equipment.

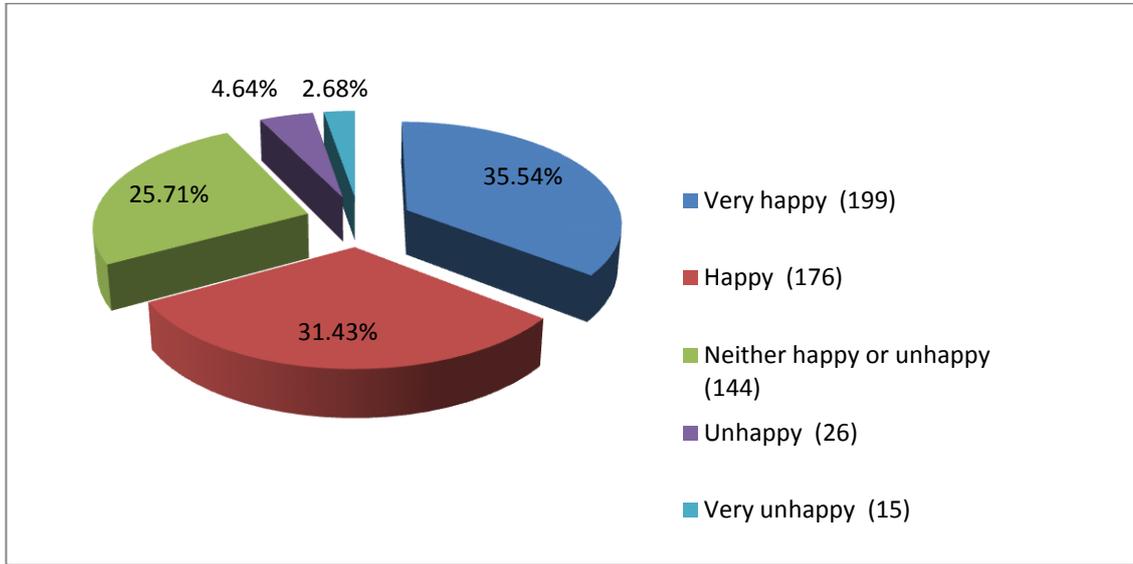
A large number of people indicated that they had not used the Sensory Service, but we are not clear whether this is because they do not need their support or they did not know that the service existed.



**Question 3**

**How happy are you or your family member with the services that you have used?**

560 people provided a response to this question with 67% of respondents being either very happy or happy with the service they had used and only 7% of people being unhappy or very unhappy.



We invited additional comments to support the answers given to this question. Positive themes were that people were very happy with the friendly and helpful service provided by Action on Hearing Loss and really value the loan of equipment and the community drop in hearing aid clinics. Negative themes focussed on a desire for more regular follow up contact from the service, more social events to reduce social isolation and a need for staff who can communicate using british sign language.

#### Question 4

**Please list the 3 types of support which have been the most helpful and you have valued the most.**

462 people provided us with an answer to this question. This was a free text question which enabled people to tell us about the services that they value most. Responses covered a wide range of support including some services which are not currently part of the council contract.

This is a list of the top 10 services listed in order of the number of positive comments:

- Demonstration and loan of equipment
- Information, advice and guidance about relevant support services
- Hearing aid maintenance in own home or residential setting
- Community hearing aid drop-in clinics
- Specialist assessment of my needs
- Personalised mobility training
- Support to families and carers
- Audio books
- Support to manage daily living skills
- Interpreting services

Responses included an equal number of positive and negative comments regarding the Eye Department and Audiology Department at St Mary's Hospital. With some people complaining that they had found it hard to get a referral from their GP, had experienced extremely long appointment waiting times and had had little or no follow up after their hospital appointment. Others commented that they were treated well by the hospital teams and appreciated their support.

#### Question 5

**What additional support would you like to be available? How would this help you or your family member to achieve the things that are important to you/them?**

336 people responded to this question. This was a free text question which enabled people to tell us what they identified as gaps in the current Sensory Service provision.

A lot of the responses to this question related to improved communication by the service and better promotion of the service by other agencies.

The most common topics raised were as follows:

- Regular communication through a newsletter which promotes events and local support options for transport etc. and provides advice about new assistive technology and products on the market
- Annual follow up contact from service to review needs
- More social events support groups and coffee mornings with communication support

- Better joint working between hospital and Sensory Service to make sure that people are aware of the service
- Hearing aid support at home for the most vulnerable
- Better options for communicating with the service via text, email and staff who have british sign language training
- Support and advice with using computers and smartphones
- Advice and /or training with lip reading skills
- Hearing aid maintenance within residential care homes

### Question 6

**Do you have any suggestions for how support, help or advice could be provided differently or better to support you or your family member's independence?**

We had a smaller response to this question which asked people to think creatively about how support could be delivered in a different way to better support the needs of individuals. 265 responses were received.

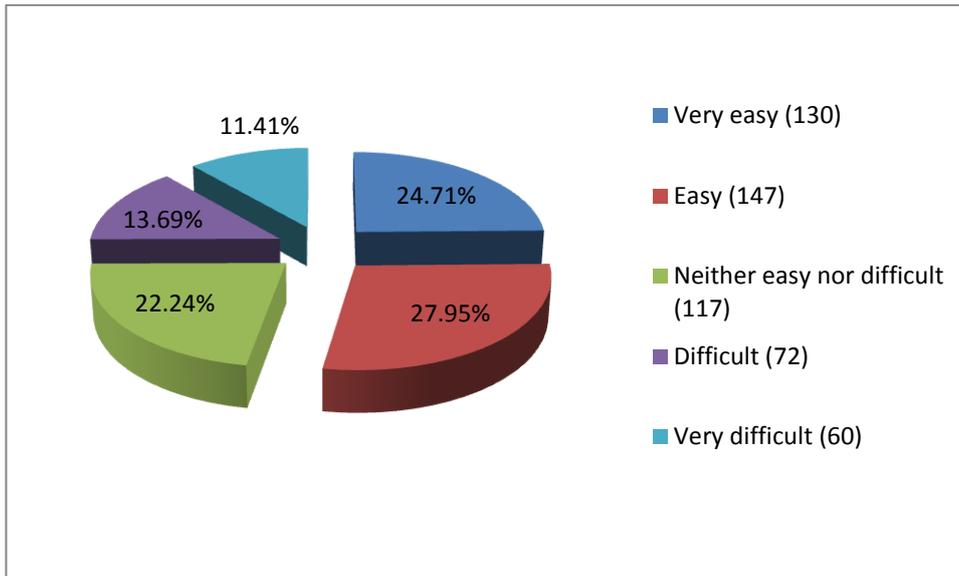
There was an overwhelming number of responses which requested better promotion of the service. People stated that they wished that the hospital clinics had told them about the support that was available from the Sensory Service, which indicates a need for closer working between the service provider and the hospital teams.

Other suggestions included:

- Social groups or events organised by the service
- Follow up contact from the service to keep in touch with people's changing needs
- Regular newsletter in accessible formats, providing information about events and new equipment etc.
- Improved options for communicating with the service including email, text and british sign language
- Greater use of the internet and social media to promote the service
- More hearing aid support within people's own homes
- Help with paperwork and forms

## Question 7

### How easy was it to find out where to get support from?



526 people provided a response to this question. With only 52% of respondents finding it easy or very easy to find the information they needed and over 25% stating that they found it difficult or very difficult, there is a clear need to raise the profile of the Sensory Service. Improved information and signposting from associated hospital clinics and other community groups and organisations will support this.

These quotes give an indication of some of the difficulties that people have experienced:

“Why didn’t the hospital or my GP tell me about this service?”

“I struggled to cope for years until someone told me about this service”

“I would have liked to have known about this service earlier, when I eventually found them they were so helpful”

## Question 8

**Please use this space to make any further comments.**

This question gave people the opportunity to make any further comments which they did not feel had been covered earlier in the survey. 309 people chose to complete this section and most of the responses replicated comments and suggestions made by others in previous responses.

The overwhelming themes were:

- People were disappointed that they had not heard of the service before and felt that it should be promoted more widely.
- People wanted to let us know how much they valued the advice and information that they had received from the current service.
- Many people told us how the equipment provided by the service had made a positive impact on their ability to live a safe and independent life.

## **6 Services delivered by the Isle of Wight NHS Trust**

The survey responses included many comments and observations about the services delivered by the Isle of Wight NHS Trust. Many comments were positive and praised the level of service and care that they had received from their GP and the hospital Eye Clinic and Audiology teams. However, people also told us about a number of negative experiences, which included:

- Long waiting times for Audiology appointments
- Little or no following up appointments for sight and hearing checks
- Poor staff attitudes in Audiology

These comments will be shared with colleagues in the Isle of Wight NHS Trust and CCG.

## **7 Conclusions**

This co-production process has evidenced that a high percentage of people who use the current Isle of Wight Sensory Service are very satisfied with the services and support being provided. The provision of equipment and disability related advice is greatly valued and will continue to play a key role in any service that is commissioned.

Another area of the current service which is greatly valued is the community hearing aid drop in clinics. People appreciate that they are able to access this support within their local community and without an appointment. This element of the service is currently funded by the Isle of Wight CCG and we will share this feedback with them.

With a quarter of the survey respondents stating that they found it difficult to find the support they needed, there is a clear need to raise the profile of this service. This can be supported through the development of better links with hospital teams and GP surgeries, to ensure that

people are able to access the support that they need as early as possible. The service will also benefit from better use of the internet and social media to promote the service and keep in touch with the people who use it.

Attendees at the public event highlighted the need for an increased range of options for contacting and communicating with the service. British sign language users in particular feel that they would benefit from a service which was able to communicate with them in this way.

Other issues which will be considered as part of the development of the new service include:

- A need for follow up contact from the service to support people's changing needs and assist with the maintenance of accurate sensory registers
- Development of a service newsletter, website and social media links to support the provision of information and advice
- Provision of support and advice with using computers and smartphones to improve communication
- Extended provision of hearing aid support within residential and nursing homes

## **8 What next?**

We will use this valuable information and feedback to help us to shape the service that we seek to commission to support people with a sensory loss on the Isle of Wight.

We will ensure that by listening to people who are living with a sensory impairment, and therefore experts by experience, that we commission high quality support that ensures that people are treated as individuals and with dignity and respect. The service will promote independence by providing a wide range of support and resources and will seek to empower people to lead full and active lives.

**Kathie Glover, Commissioning Officer**  
**December 2018**

9 **Appendix 1**

**IW Sensory Service Co-production Survey**

## Isle of Wight Sensory Service

We are looking at how we will provide services for people with hearing or sight problems in the future on the Isle of Wight. We want to make sure that the support services we arrange are of the highest quality possible. We also want to help people to maintain and improve their independence.

We are interested in you and would like to know what you think. We value your experience, knowledge and comments as this will help us to shape the service for the future.

Please complete this short questionnaire. There are a number of ways that you can do this:

-  You can return the completed questionnaire to us in the prepaid envelope provided
-  Or you can complete the questionnaire online at [www.surveymonkey.co.uk/r/5WZ5LVY](http://www.surveymonkey.co.uk/r/5WZ5LVY)
-  Or you can complete the questionnaire over the telephone by calling the People Matter IW team on (01983) 241494

If you would like to meet with us to discuss your views or receive help to complete the questionnaire please come along to our drop-in session at the Riverside Centre from 10am to 2pm on Monday 10 September 2018. We will be providing communication support for Deaf sign language users at this event.

We would like to receive your feedback by **14 September 2018**

- 1 How would you describe yourself? Please tick the boxes which apply to you:  
(you can tick more than one box if appropriate)

Someone with sight loss	
Someone with hearing loss	
Someone with a dual sensory loss/deafblind	
Carer for someone with sensory loss	
Family member or friend of someone with sensory loss	

2 have you or your family member received support from the Sensory Impairment Service? Please tick all that apply:

<b>Support Type</b>	
Assessment of your needs	
Information, advice and guidance about relevant services	
Personalised mobility training to support independence	
Daily living skills training	
Demonstration and advice on specialist equipment in your own home	
Provision of equipment on loan	
Advice and information about lighting	
Support with braille skills	
Support to families and carers	
Employment support	
Finding your Feet / Living with Sight Loss session	
Hearing checks	
Hearing aid maintenance in your own home	
Hearing aid maintenance at one of the drop in clinics	
Advice on managing Tinnitus	
Coffee mornings	
Demonstration of telephones or other equipment	
I have never used the Sensory Impairment Service	

- 3 How happy are you or your family member with the services that you have used? Please tick:

Very happy	
Happy	
Neither happy or unhappy	
Unhappy	
Very unhappy	

Please use this space for any further comments about your answer above:

- 4 Please list the 3 types of support which have been the most helpful and that you or your family member have valued the most.

1)

2)

3)

- 5 What additional support would you like to be available? How would this help you or your family member achieve the things that are important to you/them?

- 6 Do you have any suggestions for how support, help or advice could be provided differently or better to support you or your family member's independence?

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- 7 How easy was it to find out where to get support from? Please tick:

Very easy	
Quite easy	
Neither easy or difficult	
Quite difficult	
Very difficult	

- 8 Please use the space below to make any further comments:

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**Thank you for taking the time to complete this questionnaire**



If you require further information or if you have difficulty understanding this document, please contact us on

**01983 823340**

***ASC@iow.gov.uk***

***www.iwight.com/ASC\_SensoryService***