



**Sandwell and
West Birmingham**
Clinical Commissioning Group



Non Obstetric Ultrasound Scan Service Listening Exercise



for Sandwell and West Birmingham
Clinical Commissioning Group



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About Us

We are NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) and are responsible for commissioning (buying) local healthcare services on your behalf. We are a membership organisation consisting of 83 GP Practices and are responsible for 575, 684 registered patients across the Sandwell and West Birmingham area.

As your local Clinical Commissioning Group we have a responsibility under the Health and Social Care Act to inform and consult you on proposed changes and seek your views on how we shape future services.

Earlier this year the NHS Long Term Plan was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

We are supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients.

About this Listening Exercise

We currently commission Non Obstetric Ultrasound Service (NOUS) from an organisation called Health Harmonie that provides community based healthcare services on behalf of the NHS.

Health Harmonie have recently informed SWBCCG that they no longer wish to provide this service, SWB CCG will now start to look into alternative provision for our patients. NOUS is also provided by some GP Surgeries and other healthcare providers.

This has presented an opportunity to hear your views and experiences regarding NOUS through a listening exercise.

To compliment what is already available we now want to ask patients, their carers, their communities, general practice and members of the public about what NOUS services should look like in the future.

It is important that we commission (buy on your behalf) NOUS services for our patients that:

- Offer choice and flexibility to take into account personal circumstances such as work, study and caring commitments
- Offer a seamless patient journey
- Are fit for purpose
- Offer value for money

What is Non Obstetric Ultrasound Scan (NOUS)?

Ultrasound is used to create images of soft tissue structures, such as the gallbladder, liver, kidneys, pancreas, bladder, and other organs and parts of the body. Ultrasound can also measure the flow of blood in the arteries to detect blockages. Ultrasound testing is safe and easy to perform

Ultrasonounds offer many advantages: they are generally painless and do not require needles, injections, or incisions. Patients are not exposed to ionizing radiation, making the procedure safer than diagnostic techniques such as X-rays and CT scans.

What are the Current Arrangements?

Health Harmonie currently provide NOUS from the following locations at the days and times listed below:

Location	Day	Time
Aston Pride Community Centre	Tuesday	9:00 am – 5:00 pm
	Wednesday	9:30 am - 2:30 pm
Glebefields Health Centre	Tuesday	9:00 am – 4.00 pm
	Tuesday	9:00 am – 5:00 pm
	Thursday	9:00 am – 5:00 pm
Great Barr Group practice	Thursday	9:00 am – 12.30 pm
Great Bridge Surgery	Wednesday	9:00 am – 5:00 pm
	Thursday	9:00 am – 5:00 pm
Handsworth Wood Medical Centre	Friday	8:30 am – 4.30 pm
Hawes Lane Surgery	Mondays and Tuesdays	9:00 am – 5:00 pm (when Oldbury Health Centre does not have room availability)
Hill Top Surgery	Thursday	1:30 pm – 5:00 pm
	Alternate Saturdays	9:00 am – 4:00 pm
New Street Surgery	Monday	9:00 am – 5:00 pm
Nishkam	Monday	9:00 am – 5:00 pm
	Tuesday	1:15 pm – 4.45 pm

	Wednesday	9:00 pm - 5:00 pm
Oakham Surgery	Wednesday	9:00 am – 5:00 pm
	Friday	9:00 am – 5:00 pm
Oldbury Health Centre	Monday	9:00 am – 5:00 pm
	Wednesday	9:00 am – 5:00 pm
	Thursday	9:00 am – 5:00 pm
	Friday x 2	9:00 am - 5:00 pm
Soho Health Centre	Monday	8:30 am – 5:00 pm
	Tuesday x 2	8:30 am – 12:30 pm
	Wednesday x 2	9:00 am – 5:00 pm
	Friday x 2	9:00 am – 5:00 pm
Spires health Centre	Tuesday	9:00 am – 4:30 pm
	Thursday	9:00 am – 4.30 pm
Tower Hill Partnership	Tuesday	9:45 am – 5:00 pm
	Wednesday	9:00 am – 5:00 pm

What do the changes Mean for Me?

The changes mean that Health Harmonie will no longer provide NOUS from the above locations and the CCG is looking into alternative provision for our patients.

Ways to get involved

There are a number of ways you can get involved in our listening exercise;

- Attend one of our events in the area as listed below;
 - **Tuesday 4th June 2019**, 2.00-5.00pm
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU
 - **Tuesday 25th June 2019**, 2.00-5.00pm
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE
 - **Thursday 27th June 2019**, 6.00-9.00pm
YMCA 38 Carter's Green, West Bromwich, B70 9LG
- Complete our online survey at
<https://www.surveymonkey.co.uk/r/SWBNOUS>
- Alternatively complete the survey in this listening exercise booklet and return it to

RTHG-KAKC-RTBZ
Engagement (Freepost)
Sandwell and West Birmingham Clinical Commissioning Group
Kingston House
438 High Street
West Bromwich
B70 9LD

Further Information

For more information contact our Engagement Team on 0121 612 1447 or email
swbccg.engagement@nhs.net

Survey

NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG) is responsible for commissioning (buying) healthcare services for our local population. We want to hear your views and experiences of Minor Surgery so that we can understand:

- What does an excellent NOUS service look like?
- What is not working so well now?
- How do we put it right?

Please let us know your views and experience by taking the time to complete the survey.

The listening exercise will run from Monday 3rd June 2019 to Friday 28th June 2019.

Section One

Q1. How would you describe yourself (tick all that apply)

☐ A patient registered to a SWB CCG practice

Please tell us the name of your practice here

☐ A patient not registered to a SWB CCG practice

☐ A carer for a patient registered to a SWB CCG practice

Please tell us the name of the practice here

☐ A carer for a patient not registered to a SWB CCG practice

☐ A GP Practice/Staff Member of GP Practice

☐ A Health Care Provider

☐ Local Authority

☐ Voluntary Sector

☐ Other

☐ Please tell us the name of your organisation here

Section Two

Q2. Are you completing this for yourself or a person you are caring for?

- ☐ For Me
- ☐ For the Person I am Caring For

Q3. Have you or the person you are caring for had a Non Obstetric Ultrasound Scan (NOUS)?

- ☐ Yes (please go to question 4)
- ☐ No (please go to question 12)

Q4. When did you or the person you are caring for have NOUS?

- ☐ 0-1 year
- ☐ 2-3 years
- ☐ 3-4 year
- ☐ 4+ years ago

Q5. Was the appointment offered at a convenient date and time for you/the person you are caring for?

- ☐ Yes
- ☐ No (please go to 5a)

Q5a. What was the reason that the appointment time was not convenient for you/the person you are caring for? (please state below)

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Q6. Did you/the person you are caring for be offered a choice of venue where you could have the NOUS?

- ☐ Yes
- ☐ No

Q7. Did you/the person you caring for receive any information before the NOUS?

- ☐ Yes (please go to 7a)
- ☐ No (please go to 7b)

Q7a. Did you/the person you are caring find this information useful?

- ☐ Yes
- ☐ No

Q7b. Would you/the person you are caring for have found this information useful?

- ☐ Yes
- ☐ No

Q8. How would you/the person you are caring for rate your experience of NOUS?

- ☐ Poor
- ☐ Satisfactory
- ☐ Good
- ☐ Very Good
- ☐ Excellent

Q9. Can you please give details of the reasons for your response/the person you are caring for here?

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Q10. What went well for you/the person you are caring for when receiving NOUS?

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Q11. What did not go so well for you/the person you are caring for when receiving NOUS?

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Q12. Do you/the person you are caring for have any other comments?

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Q13. How did you/the person you are caring for find out about this NOUS Listening Exercise?

- ☐ Poster
- ☐ Newspaper
- ☐ Social Media
- ☐ CCG Website
- ☐ A friend or family member told me
- ☐ Other

Please state here

Equalities monitoring

We recognise and actively promote the benefits of diversity and we are committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation. To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

Q14. What are the first four letters of your/the person you are caring for postcode, please specify below;

Q15. What gender are you/the person you are caring for?

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Prefer not to say

Q16. What is your age/the person you are caring for?

- ☐ 16-24
- ☐ 25-34
- ☐ 35-59
- ☐ 60-74
- ☐ 75+

Q17. What is your ethnic group/the person you are caring for?

- ☐ Arab
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Chinese
- ☐ Gypsy/Romany/Irish traveller

- ☐ Mixed dual heritage
- ☐ White or White British
- ☐ Prefer not to say
- ☐ Other (please specific)

Q18. Do you look after, or give any help or support to family members, friends, neighbours or others. Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else

- ☐ Long-term physical or mental-ill-health/disability
- ☐ Problems related to old age
- ☐ No
- ☐ Prefer not to say
- ☐ Other (please specify)

Q19. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)

- ☐ Yes limited alot
- ☐ Yes limited a little
- ☐ No

Q20. What is your/the person you are caring for sexual orientation?

- ☐ Bisexual
- ☐ Heterosexual/straight
- ☐ Gay
- ☐ Lesbian
- ☐ Prefer not to say
- ☐ Other please specify

Q21. What is your/the person you are caring for status?

- ☐ Single
- ☐ Never married or partnered
- ☐ Living as a couple
- ☐ Married/civil partnership co-habiting
- ☐ Not living as a couple
- ☐ Married (but not living with husband/wife/civil partner)
- ☐ Separated (still married or in a civil partnership) divorced/dissolved civil partnership)
- ☐ Widowed/surviving partner/civil partner
- ☐ Prefer not to say
- ☐ Other please specify

Q22. What is your/the person you caring for religion and belief?

- ☐ No religion
- ☐ Baha
- ☐ Buddhist
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Hindu
- ☐ Jain
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Prefer not to say
- ☐ Other

What happens next?

Thank you for completing the NOUS Survey, we really appreciate your time.

The Engagement Team will listen to your views at the public meetings, analyse the surveys that you have completed, a report will be developed and presented to the Strategic Commissioning and Redesign (SCR) Committee at the CCG. Our findings will help inform any NOUS services that we buy on behalf of our patients in the future.

A copy of this report will be available shortly, if you would like to view this, it will be available on our website <https://sandwellandwestbhamccg.nhs.uk/public-engagement> or by contacting the Engagement Team on 0121 612 1447 or email swbccg.engagement@nhs.net



If you have any queries or would like to provide feedback via post, email or telephone, please contact:

Sandwell and West Birmingham CCG
Kingston House
West Bromwich
B70 9LD

Email: swbccg.engagement@nhs.net
Tel: 0121 612 1447



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without boundaries