



POSITIVELY UK'S QUALITY OF CARE SURVEY NUMBERS REPORT

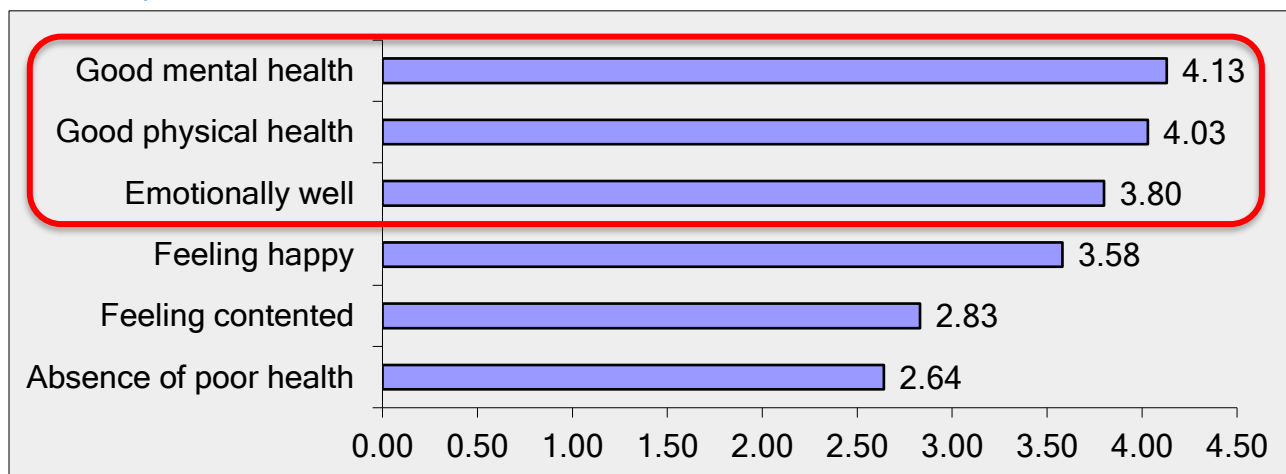
October 2016

Positively UK – Quality of Care survey (n=173)

Q1. What words or phrases best describe your “well-being”? Please number in order of importance to you (score out of 6)

(170 responded, 3 skipped the question)

‘Good mental health’ scored highest at 4.13 out of 6, followed closely by *‘Good physical health’* at 4.03 and *‘emotionally well’* at 3.80



Good mental health, good physical health and emotionally well also scored highest in both age ranges (less than and greater than 50 years) male, female, and length of time living with HIV (less than and greater than 15 years), ethnicity and sexuality.

Q2. What contributes to your well-being? Please number in order of importance to you.

(129 responded, 44 skipped the question)

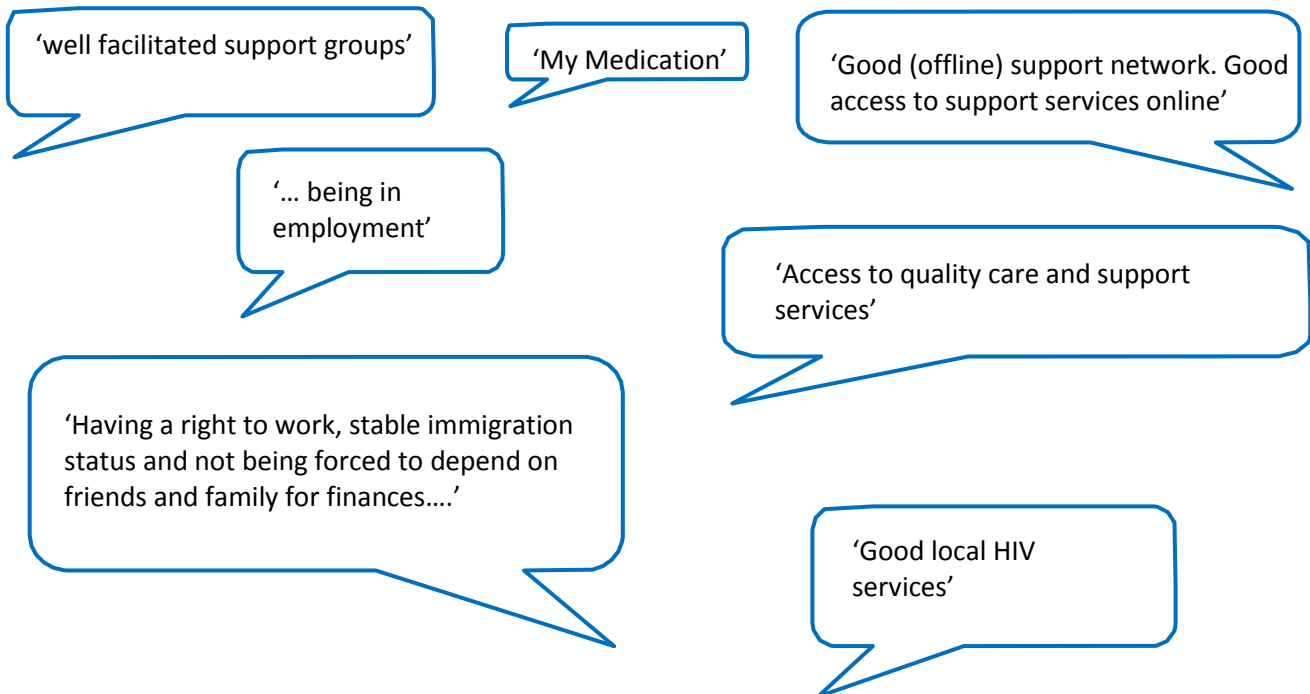
‘My pets’ and *‘Religious and/or spiritual connections’* featured high with a score of 10.38 and 8.79 respectively out of 14, interestingly *Other – please state* was the highest at 11.35 showing that what contributes to well-being can be quite individual.

Option	Average score (out of 14)
Being physically well enough to do what I want	10.91
Having enough money to meet your needs	10.01
Safe and secure housing	9.88
My family	9.53
Being in control of my life	8.85
My friends and social connections	8.53
Eating well and nutritious food	8.17
Being confident enough to do what I want	7.78
My partner	7.21
Being able to make an informed choice	6.94
My career	6.68
Religious and/ or Spiritual connections	6.21
My pets	4.62
Other: please state	3.65

Religious/spiritual connections (8.7 vs 4.43) and family (11.09 vs 8.33) were more important to women than men. Being in control (9.57 vs 7.86) and being able to make an informed choice (7.29 vs 6.2) were more important to men than women but only marginally. There were no marked differences when it came to age, length of time with HIV, sexuality or ethnicity.

Q3. Please state anything else that contributes to your well-being (free text response) (73 responded, 100 skipped the question)

'Support' featured most in this free field answer followed closely by 'Medication', 'Environment' and 'Immigration Status'



Immigration Status Getting Environment sex
Medication Activities HIV Self Esteem
Support Music Life Worry Hobbies Human
Feeling Mental Health

Q4. Thinking about the previous question, what would you say is preventing you from enjoying "well-being" if at all? Select all relevant to you

(115 responded, 58 skipped the question)

Scoring highest were: *'Having enough money to meet your needs'* at nearly 50%, followed by *'Being physically well enough to do what I want'* and *'Being confident enough to do what I want'* at nearly 40% of the group

Option	Number	%
Having enough money to meet your needs	57	49.60%
Being physically well enough to do what I want	45	39.10%
Being confident enough to do what I want	45	39.10%
Being in control of my life	43	37.40%
Having a purpose and meaning in life	38	33.00%
Safe and secure housing	30	26.10%
My career	26	22.60%
Other (please specify)	26	22.60%
Eating well and nutritious food	19	16.50%
Being able to make an informed choice	17	14.80%
My family	16	13.90%
My friends and social connections	14	12.20%
Religious and/ or Spiritual connections	8	7.00%
My partner	8	7.00%
My pets	4	3.50%

More men than women stated 'being in control' if lacking, would prevent well-being (42% vs 24%)

Also more men than women stated a purpose/meaning in life (39 % vs 24%) if lacking, would prevent well-being

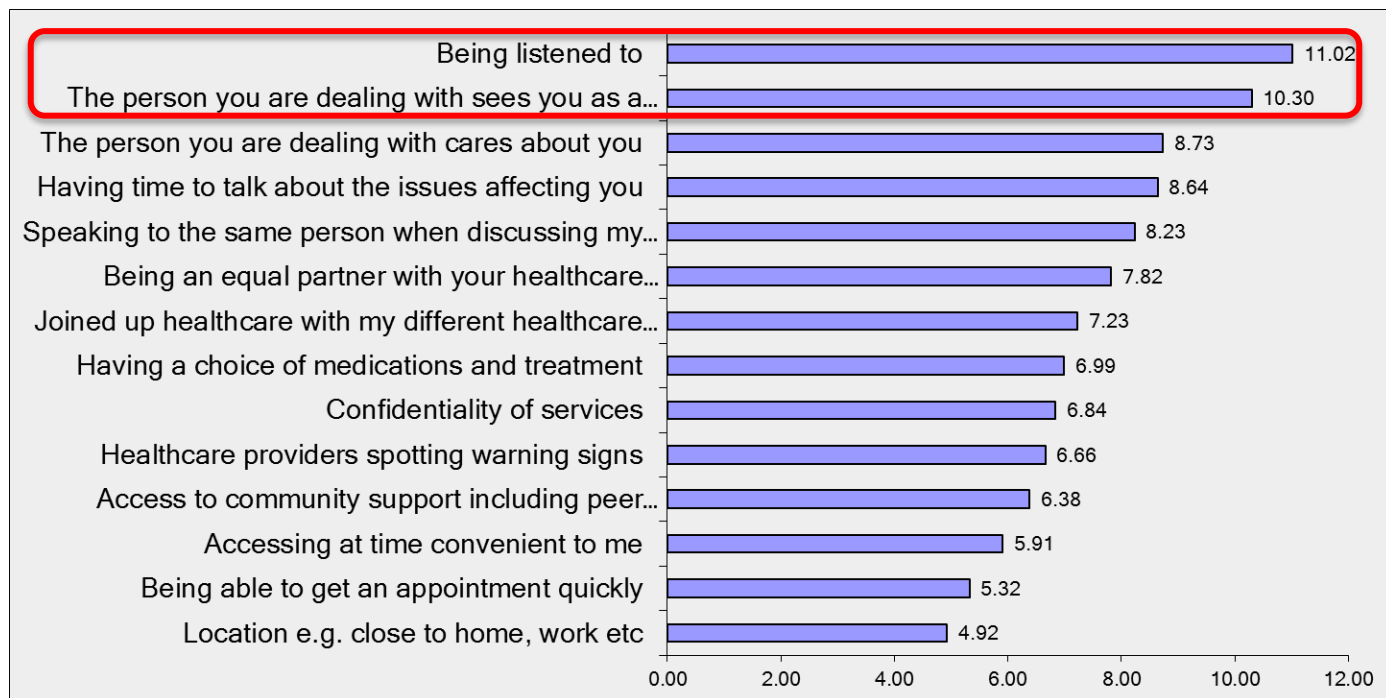
'Being confident enough to do what I want' (49% vs 32%) and 'my career' (28% vs 10%) were more important to people under the age of 50

'My career' was markedly more important to people living with HIV for less than 15yrs (33% vs 8%)

Q5. When accessing healthcare what is important to you? Please number in order of importance to you

(109 responded, 64 skipped the question)

'Being listened to' was the most important to people with the highest score 11.02 out of a possible 14, followed closely by 'The person you are dealing with sees you as a whole person, not just your medical condition' scoring 10.30 and least important 'location, close to home, work etc.' scoring just 4.92



'Confidentiality of services' is more important to women than men (score: 8.26 vs 5.71 respectively)

'Location of services' (5.84 vs 3.82) and 'being able to get an appointment quickly' (6.07 vs 4.35) was more important to men than women

'Joined up healthcare with my different healthcare providers communicating' is slightly more important to people over the age of 50 years (8.6 vs 6.5)

'Speaking to the same person when discussing my care' is marginally more important to people living with HIV for more than 15 years (9.1 vs 7.5)

Q6. Please tell us anything else that's important to you (free text response)

(32 responded, 141 skipped the question)

'being treated non-judgmentally'

'being able to trust those who are here to help us'

"Reliability and trust in my healthcare"

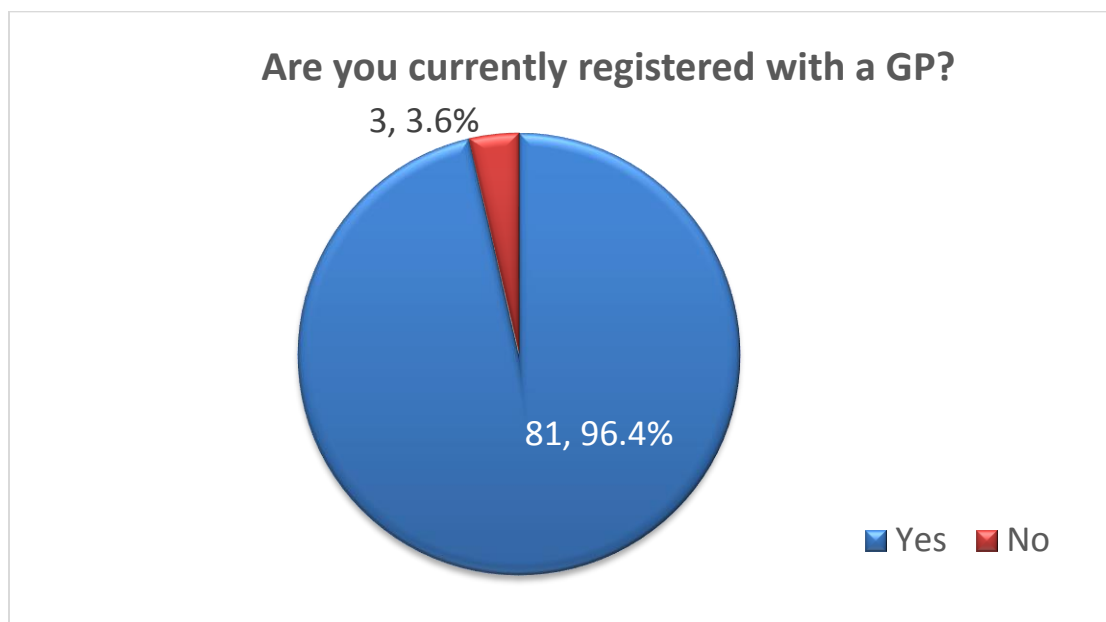
'being treated as an intelligent person who can understand the choices confronting them'

Trust Needs Treatment Treated HIV
Nice Building without Patronising Staff Services
Healthcare Holistic Care

Q7. Are you currently registered with a GP?

(84 responded, 89 skipped the question)

Unsurprisingly nearly every respondent (96.4%) is registered with a GP, but still three people (3.6%) that weren't

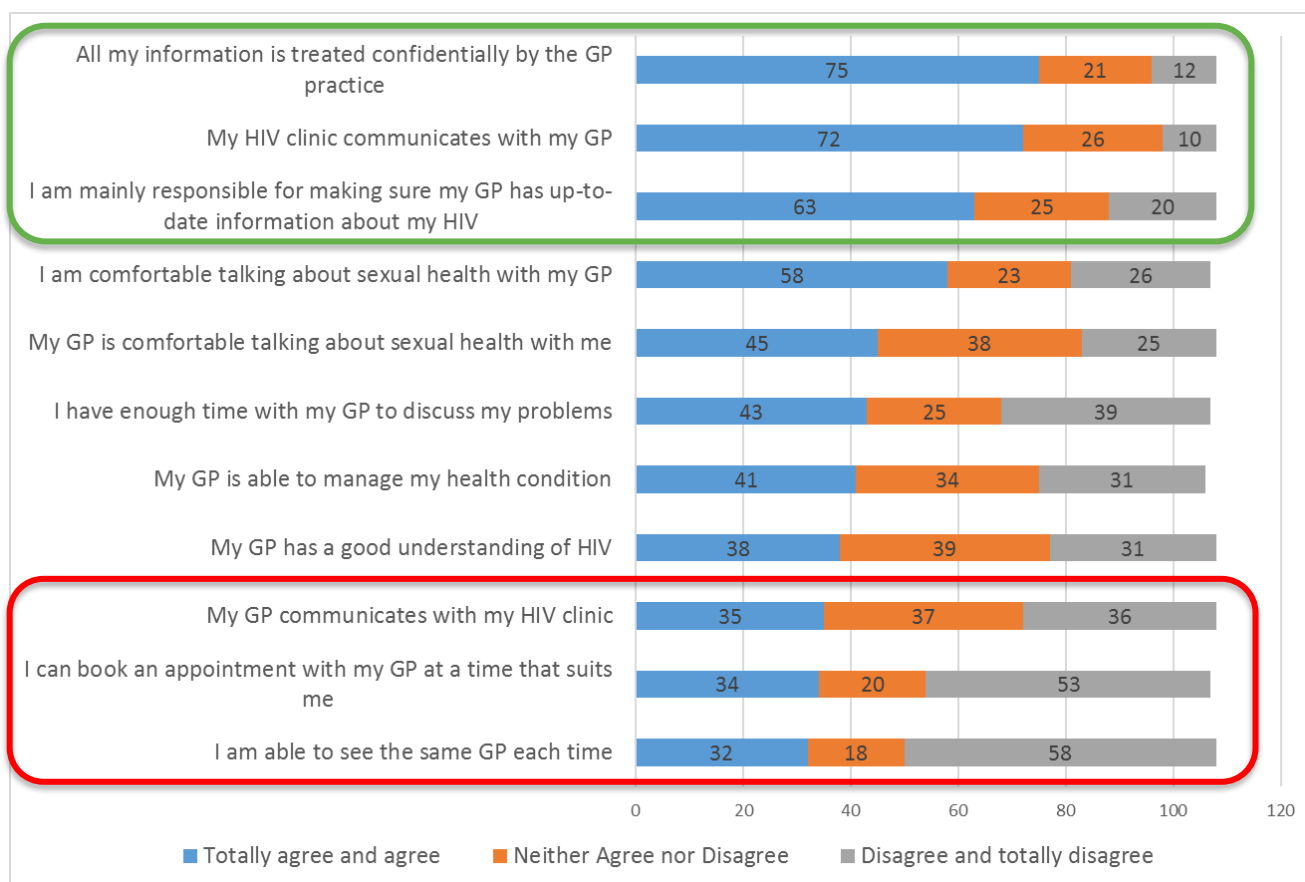


Q8. To what extent do you agree with the following statements about your GP?

(108 responded, 65 skipped the question)

Featuring high on **totally agree and agree** was 'all my information is treated confidentially by the GP practice', 'my HIV clinic communicates with my GP' and 'I am responsible for making sure my GP has up to date information about my HIV' and 'I am comfortable talking about my sexual health to my GP'

Featuring high on **totally disagree and disagree** was 'I have enough time with my GP to discuss my problems' and 'I am able to see the same GP each time' and 'My GP communicates with my HIV clinic'



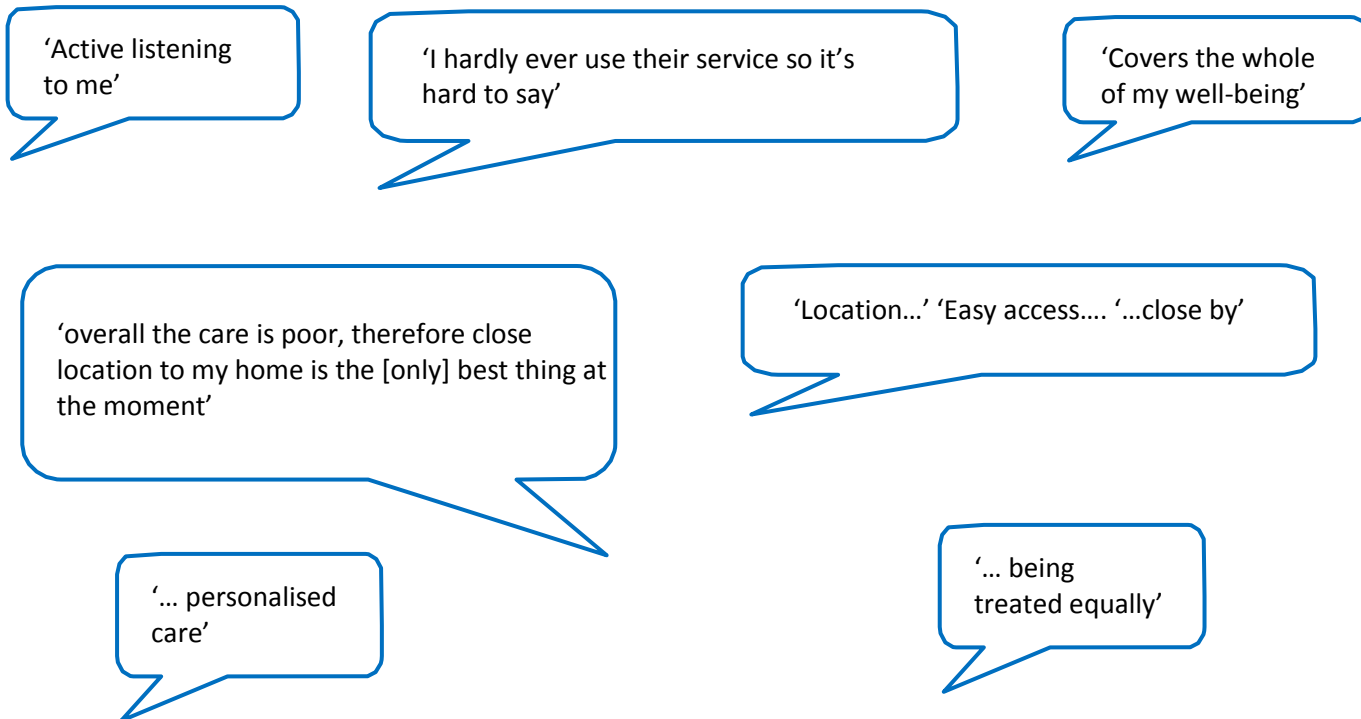
My GP has a good understanding of HIV – more men disagree with this statement than women (22.2% vs 11.11%)

I can book an appointment with my GP at a time that suits me – more women disagree and strongly disagree than men (total of both 62.86% vs 41.27% respectively)

My HIV clinic communicates with my GP - more women disagree with this statement than men (11.11% vs 3.17%)

Q9. What is the best thing about the care you receive from your GP?

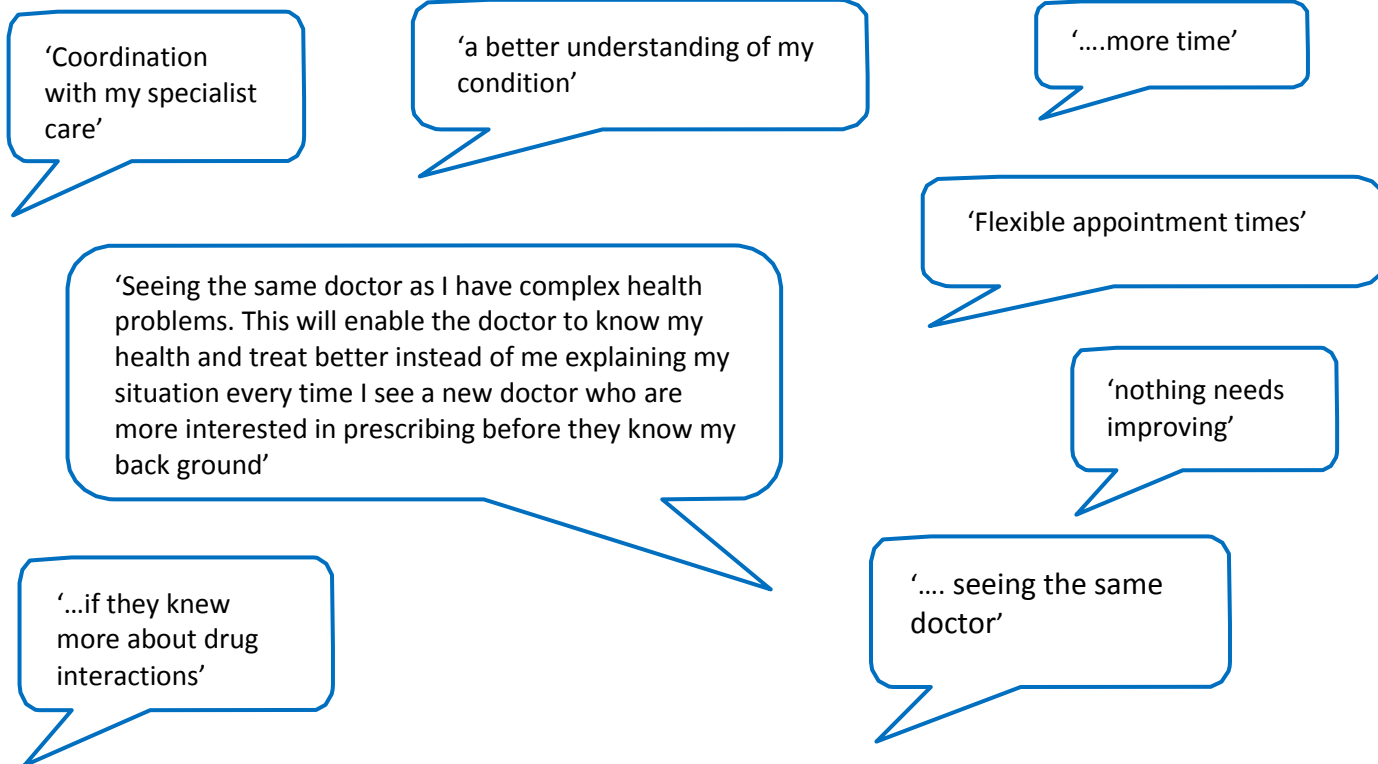
(95 responded, 78 skipped the question)



Service Non-judgemental Health Contact Local Nice
Understanding Check Care Location
HIV Doctors are Friendly Appointment Attend
Listen Needed Prescriptions Treatment Access

Q10. What one thing could improve the care you get from your GP?

(93 responded, 80 skipped the question)



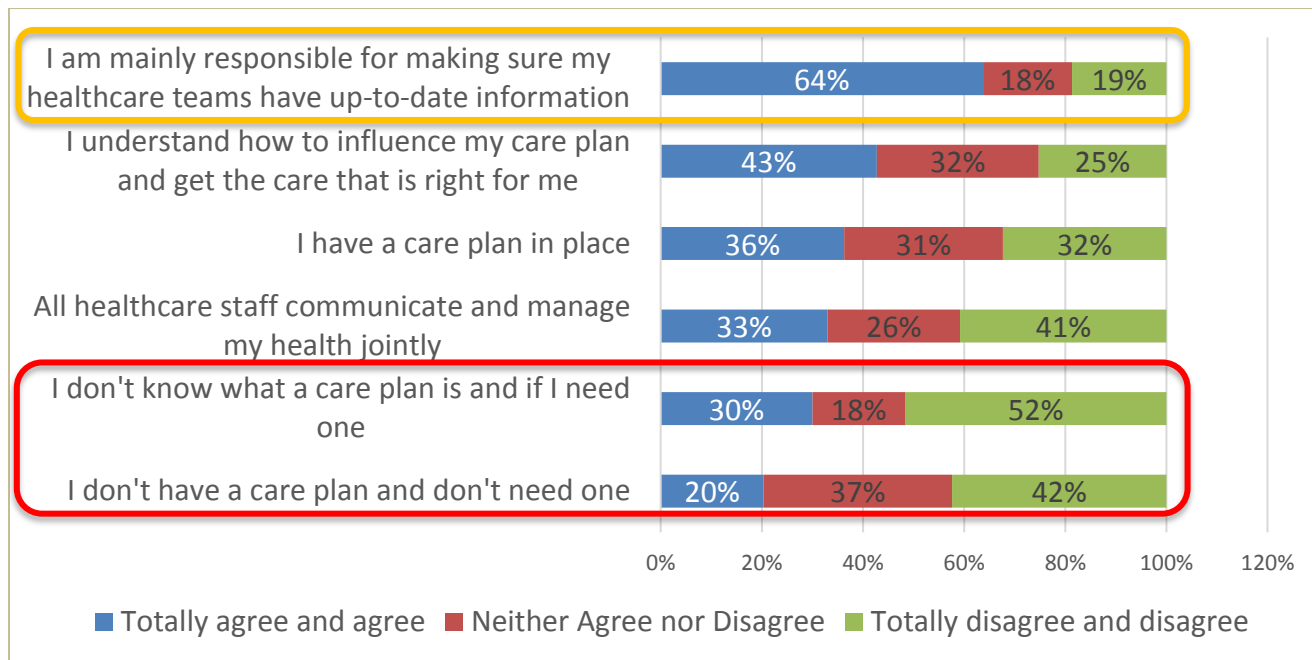
Free text response: 'I don't need a GP, I need a clinical nurse specialist living in the community where I live relating to my HIV clinic and the HIV clinic would provide what I require from a medical point of view. GPs are necessary for the rest of the population but for people living with HIV, no, all of this is happening because according with the current NHS system the nurses depend on what the GP tells them, so I cannot make any consultation with the nurses; they are the ones that need to liaise with my HIV hospital clinic, not the busy GPs'

Access Issues Understanding Drug Interactions Able
Health **HIV** Practice Appointment
Prescribed **Care** Earlier Medical Discuss Doctor
Prescription **GPs**

Q11. To what extent do you agree with the following statements about your care overall

(103 responded, 70 skipped the question)

64% said totally agree or agree to *'I am mainly responsible for making sure my healthcare teams have up-to-date information'*. 30% said totally agree or agree to *'I don't know what a care plan is and if I need one'*



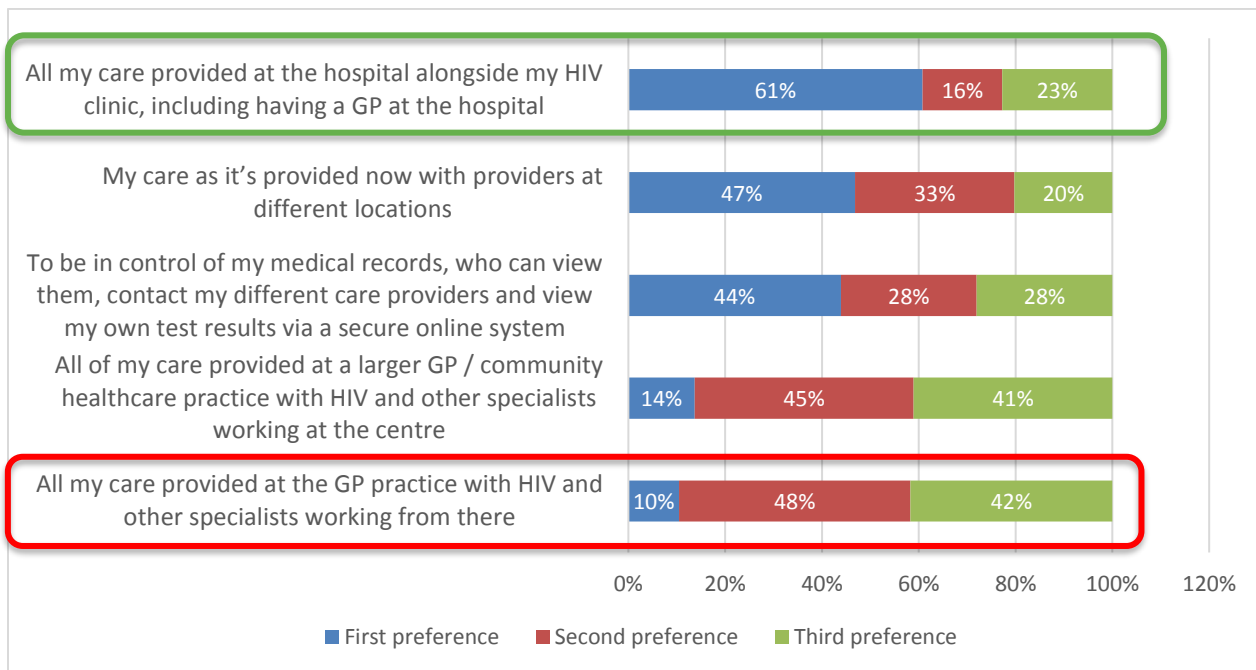
Male/Female, age range, – no significant differences in any of the options

More people that have lived with HIV for less than 15 years had a care plan in place but this was not significant (36.17% vs 30.9% stated totally agree and agree respectively)

Q12. How would you like to your care to be managed in future? Please rate 1 = first preference; 2 = second preference; 3 = third preference etc.

(104 responded, 69 skipped the question)

48 (61%) respondents stated their first preference would be having ‘all care provided at the hospital alongside my HIV clinic, including having a GP at the hospital’ in contrast only 14%, stated a first preference to ‘all care being provided at a larger GP / community healthcare practice with HIV and other specialists working at the centre’ and scoring lowest was ‘all my care provided at the GP practice with HIV and other specialists working from there’ with just 10% stating it as their first preference.



Regardless of age, length of time with HIV, Gender, Sexuality and Ethnicity, the results were the same

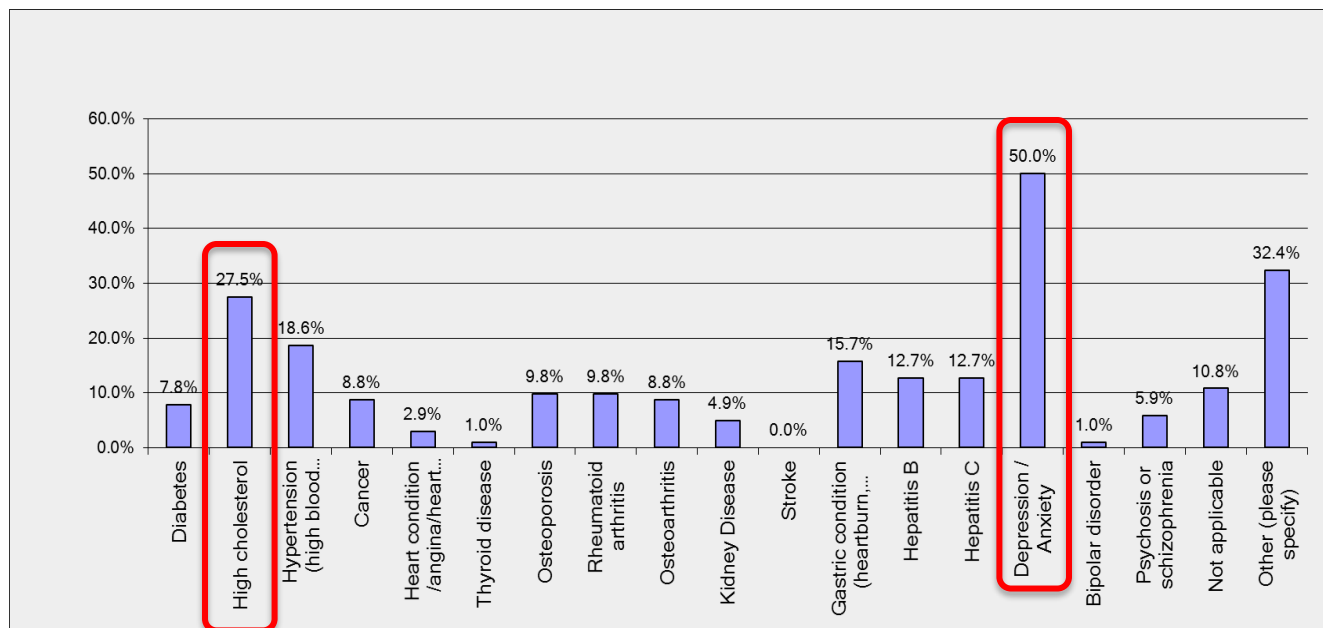
‘All my care being provided at the hospital alongside my HIV clinic, including having a GP at the hospital’ scoring highest

‘All my care provided at the GP practice with HIV and other specialists working from there and physical health’ scoring lowest

Q13. Have you been diagnosed with any of the following health conditions?

(102 responded, 71 skipped the question)

50% of the group said they live with depression/anxiety and 27.5% with high cholesterol. These results are somewhat in line with Public Health England's latest data from their Positive Voices report which stated 30% depression and 20% high cholesterol



Q14. Are you?

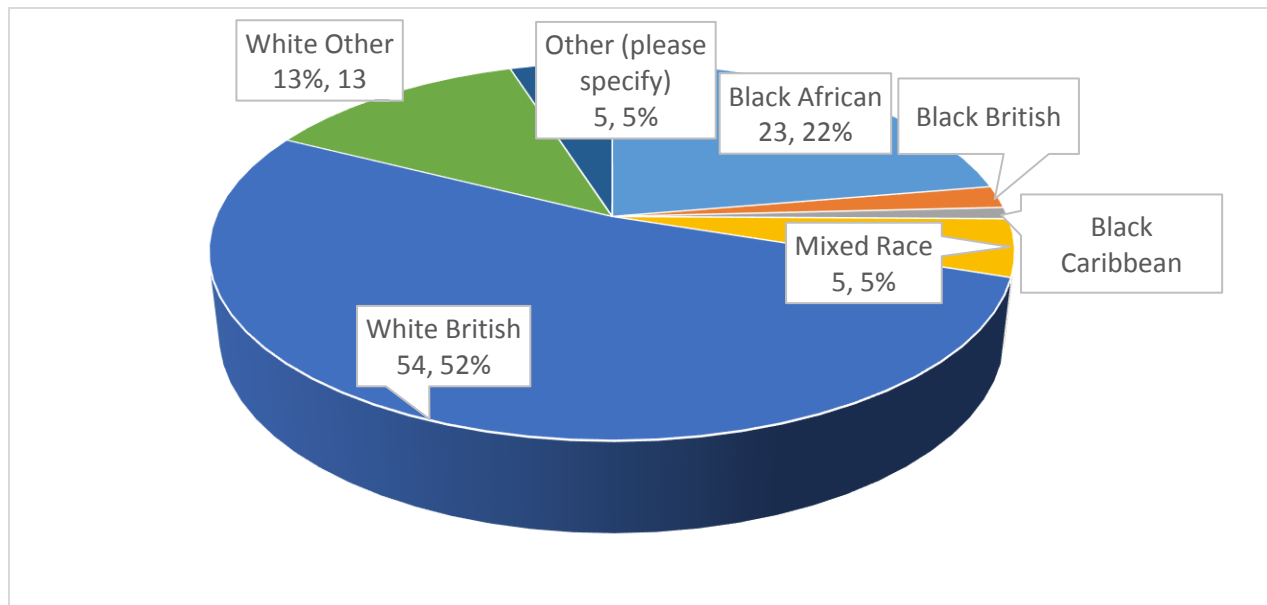
(101 responded, 72 skipped the question)

Two thirds of the group were male and a third female

Are you...?		
Female	36.6%	37
Male	62.4%	63
Other (please specify)	1.0%	1

Q15. What is your ethnicity?

(103 responded, 70 skipped the question)



Q16. How old are you?

(101 responded, 72 skipped the question)

The age of respondents was nearly 48 years with a median of 49 years and a range from 26 years to 72 years

Range	26 to 72 years
Average	47.81 years
Median	49 years

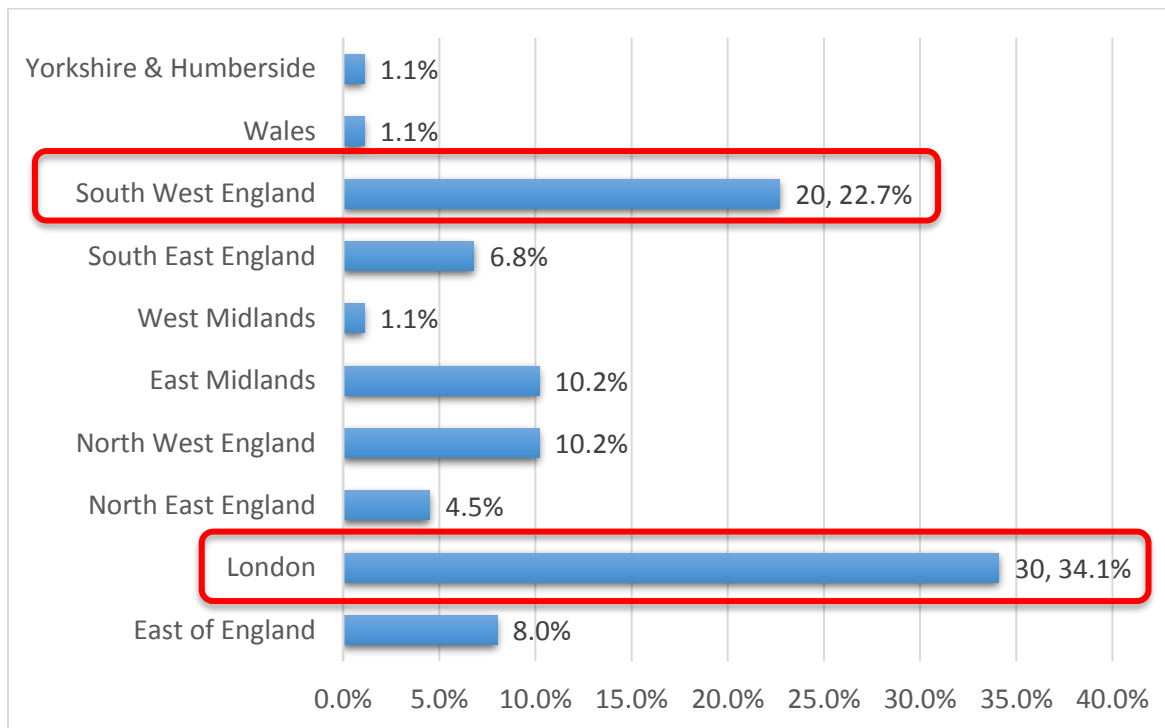
Q17. What is your sexuality?

(99 responded, 74 skipped the question)

Bi-sexual	9.1%
Gay / MSM	51.5%
Heterosexual	37.4%
Lesbian	1.0%
Asexual	1.0%

Q18. In which area do you live?

(88 responded, 85 skipped the question)



Respondents were mainly from England with one from Wales. None from Northern Ireland or Scotland. 20 (22.7%) were from the South West and unsurprisingly London was the highest at 30 (34.1%)

Q19. How long have you been diagnosed with HIV?

(101 responded, 72 skipped the question)

Range	0yrs 4mths - 33 yrs 9mths	
Average	14.66yrs	3.8mths
Median	15yrs	3mths

On average, respondents had been living with HIV for just under 15 years, with a broad range of between 4 months and nearly 34 years