



**Proposed changes to the Podiatry Service**  
Consultation report of findings

October 2017

## Contents

- 1.0 Executive summary
- 2.0 Introduction
- 3.0 Proposals under consideration
- 4.0 Consultation process
- 5.0 Analysis of existing engagement
- 6.0 Analysis of consultation feedback
- 7.0 Conclusion

### Appendices

- Appendix A CCG legal requirements around consultation
- Appendix B Survey
- Appendix C Equality monitoring data
- Appendix D Additional questions measured against Equality monitoring data

## 1.0 Executive Summary

This report summarises the responses of an 8 week consultation into proposed changes to the Podiatry Service in Kirklees.

Proposal 1: In Greater Huddersfield only, to reduce the number of locations where podiatry clinics are held.

Proposal 2: Across Kirklees, to apply the existing criteria to the all patients currently using the service. In the past this criteria has not been fully applied and there are patients within the service who are not eligible to receive podiatry care. This is being done to ensure our podiatry team can provide a quality service to patients with the greatest podiatry and medical need.

The consultation took place from 19 June to 11 August 2017. This report describes the range of communication and engagement techniques that took place to inform and consult with public, carers and colleagues.

Engagement techniques included:

- Online and paper surveys – we received 818
- Drop in sessions
- Text messages to existing patients
- Focus groups/outreach events
- Visits to GP clinics and health centres
- Emails from members of the public

**The key themes from the consultation were as follows:**

### **1.1 Proposal 1: Reduce the number of clinics available in Greater Huddersfield from 17 to 8.**

People were asked to share their views on the proposed changes to clinic locations in Greater Huddersfield. 29% agreed or strongly agreed with this proposal, 64% disagreed or strongly disagreed and 7% didn't know/didn't respond. The key themes were:

#### **Support for the proposal**

- Some felt that the proposals would improve the service provided as those with the greatest need would be seen more quickly
- It was thought that 17 locations in Huddersfield was too many
- Some felt that there would be benefits from fewer locations that had better equipped facilities

- People commented that public transport links around the area were good and it wouldn't be a problem getting to the suggested locations

### **Concerns about the proposal**

64% disagreed or strongly disagreed with this proposal. The key themes were:

- Many were concerned that it would mean travelling further for an appointment even if this didn't affect them they were concerned for vulnerable groups
- Some felt that this was a cost cutting exercise
- Some disagreed because this was not 'care closer to home'
- It was felt that too many sites were being closed
- A number of patients in Shepley were concerned about the public transport links to other locations

### **Suggestions from respondents**

- Patients in Marsden suggested that Croft House GP be considered as the location for podiatry clinics instead of Slaithwaite Health Centre. When travelling by bus from Marsden the bus stops at the top of a hill and the walk up and down the hill is a concern. Croft House is better located.

## **1.2 Proposal 2: Applying eligibility criteria**

People were asked to share their views on the proposal to apply the existing eligibility criteria across the whole service. 72% agreed or strongly agreed with this proposal, 23% disagreed or strongly disagreed and 5% didn't know/didn't respond. The key themes were:

### **Support for the proposal**

- Most people in support of the proposal felt that care should be provided to those who are high to moderate risk
- Many supported the proposal as it would reduce waiting times
- There were a number of people who simply thought it made sense as it makes the service more efficient

### **Concerns about the proposal**

23% disagreed or strongly disagreed with this proposal. The key themes were:

- The service should be there for anyone who needs it
- Older people who can't bend down and cut their nails will suffer and could end up back in the service because they can't look after their feet
- Some people thought this was a cost cutting exercise

### **Suggestions from respondents**

- Lower risk/routine patients should be taught basic self-care that can be carried out at home
- There should be a low cost or no cost alternative for toe nail cutting

## 2.0 Introduction

The NHS is highly valued by patients and important to the general public. The NHS and the service it provides needs to change over time to ensure it can meet the needs of everyone now and in the future. People are living longer and have increasingly complex health and care needs.

Within Kirklees, the health economy is particularly challenged. Health care commissioners and providers have to do more with the money they have and make tough decisions about what they can and can't afford. It is recognised that to deliver the best care for local people money needs to be spent on things that will give the greatest benefit.

Demand for the Podiatry Service in Kirklees is growing and in order to meet the needs of the population now and in the future changes need to be made.

The podiatry service needs to support those patients with the greatest need. To be able to provide the right treatment for people with high clinical needs, such as those with rheumatoid arthritis, peripheral arterial disease and diabetes, we need to follow guidance which requires more specialist services. These patients have increased risk of developing complications of the foot such as foot ulcers or in worst case scenario, amputation.

### 3.0 Proposals under consultation

In 2015, podiatry services in Greater Huddersfield transferred from CHFT to Locala as part of the Care Closer to Home contract. Podiatry was already being provided by Locala to North Kirklees CCG patients. As the transfer proceeded it became clear to Locala that there were a large number of people on the caseload receiving care without having a specific clinical or podiatry need. This was impacting on the capacity available in the service and its ability to direct its resources to those most at risk.

Locala also reviewed the number of clinics where Podiatry clinics were taking place. In North Kirklees there are 6 locations and in Greater Huddersfield there were 21. This has now reduced to 15 after a number of GPs didn't renew contracts to use their premises for podiatry purposes.

Based on this review Locala are consulting around two proposals:

#### **Locations in Greater Huddersfield**

Locala are proposing to reduce the number of locations where clinics are provided. This would help improve the service by increasing the number of podiatry appointments that can be offered and patients could be offered more choice of appointments.

#### **Applying eligibility criteria**

Across Kirklees, the podiatry team uses a set of criteria to help decide who is eligible for treatment. This criteria has not been applied consistently throughout Kirklees and means that there are patients on the caseload who may not be eligible for care. By applying the criteria across the service patients who have the greatest clinical need for podiatry care will receive it when they need it most. This may mean that some patients will no longer be eligible for podiatry services.

## 4.0 Consultation process

The campaign was aimed at the public, carers, clinicians and colleagues as well as patient and community groups.

Locala was delegated the responsibility of carrying out this consultation by North Kirklees CCG and Greater Huddersfield CCG. The consultation was carried out in line with the CCGs legal obligations (appendix A).

### 4.1 Mechanisms

A consultation document was created a consultation document, electronic leaflet and dedicated web page and online survey (appendix B). This document was issued to:

- The 66 GP practices across Kirklees
- Health Centres across Kirklees
- Locala's colleague and community members
- Stakeholder and provider organisations
- Locala's colleagues providing home visits – Homecare, Podiatry and District Nurses
- Community Centres

### Drop in Sessions

Date	Venue	Time	Attendees
Monday 3 July	Kirkburton Health Centre	9.30am- 12.30pm	0
Monday 3 July	Slaithwaite Town Hall	14.00pm-16.30pm	5
Wednesday 5 July	Cleckheaton Health Centre	9.30am-12.30pm	20
Wednesday 5 July	Dewsbury Health Centre	14:00pm-16.30pm	2
Thursday 6 July	Princess Royal Health Centre	9.30am-12.30pm	5
Thursday 6 July	Holme Valley Memorial Hospital	13:30pm-16.30pm	0

### GP Visits

Visits were arranged at locations where it is proposed that clinics will no longer run. Conversations were carried out in GP waiting areas and in some locations our team spoke to people in the town centre. It was not possible to visit Honley GP or Waterloo GP.

GP Practice	Date	AM/PM
Dearne Valley Scissett GP & outside swimming baths	7 August	AM

Marsden GP & town centre	4 August	AM
Newsome GP & centre	2 August	AM
Shepley GP	1 August	PM
Kirkheaton GP	3 August	PM

### Outreach Events/Community Groups

Date	Group/Organisation	Type of Activity
04/07/2017	Age UK	Informal weekly social event for over 50s. Discussed proposals with group.
05/07/17	Ravensthorpe Community Centre	Supporting completion of surveys
12/07/2017	Kirklees Dementia Awareness Association	Engagement Event for the public, representatives of community groups and healthcare professionals.
13/07/2017	The Basement Project (Drug and Alcohol support and awareness)	Supporting completion of surveys
13/07/2017	Connecting Communities – Pilgrim Estate Dewsbury	200 people from the area attended, local public services along with members of the public.
13/07/2017	Communities Who Can	Information to network of around 100 community organisations asking them to provide feedback
20/07/2017	The Huddersfield Over Fifties Forum	Monthly meeting - Discussed proposals with group and encouraged completion of surveys
24/07/2017	Milen Care – Asian Elderly Day Care Centre	Focus Group for female users of Milen Care
25/07/2017	Chart BAME event, Batley	Awareness event for Black African Minority Ethnic women in North Kirklees – stand and support completion of surveys
25/7/2017	Carers Count	Support with promotion of consultation to carers in Kirklees via Carers Count network.
26/07/2017	Milen Care – Asian Elderly Day Care Centre	Focus Group for female users of Milen Care
27/7/2017	Huddersfield Pakistani Community Alliance	Supporting completion of surveys

### Other

News release	We issued a press release to local media including Dewsbury Reporter Series (approx. 9,000 circulation) and Huddersfield Examiner (approx. 11,000 circulation). The story was featured on Al Mubarak Radio to encourage listeners to participate.
Social media	We used our own social media channels including Facebook and



	Twitter. Encouraged stakeholders to include the information on their networks including GH and NKCCGs, Healthwatch, Carers Count, AgeUK.
GPs	Sent content for GP weekly newsletter to inform GP practices about Consultation
Text messages	Text messages were sent to patients that did not have appointments during the consultation period
Patient letters	All patient letters sent out during the consultation period had a paragraph at the bottom of the letter informing them about the consultation and how to participate.
Posters	Posters were sent to all GP clinics, health centres and selected community centres informing people about the consultation and the 'drop in session' dates.
Locala Colleagues	All Locala colleagues were informed via weekly newsletter and intranet.
Locala Members	All Locala colleague and community members were informed via email
Homecare	Locala's Homecare team took consultation papers out into the community
Website	A dedicated section for the consultation was created on the Podiatry pages of the Locala website
MPs/Councillors	Contacted by letter
Newsletter	North Kirklees CCG Summer Newsletter
Meeting	North Kirklees CCG Patient Participation Meeting – 18 June
Meeting	North Kirklees CCG Stakeholders Meeting – 12 July

## 4.2 Equality

We have used initial equality impact assessments to identify communities who could be affected by proposed changes. These will be reviewed using feedback from the consultation, which will help us make a more informed decision.

We made every effort to ensure our consultation reached a representative sample of the individuals who make up the Kirklees population.

Proposal	Possible impact on protected groups
Locations	There is a potential impact on these groups:  Disability & Age - difficulty in accessing new locations Low income – paying for transport to new locations
Criteria	Disability & Age – not being eligible for the service could mean they don't access service elsewhere and foot conditions worsen. Race – South Asian people who are more prone to diabetes could be disproportionately affected. Low income – if not eligible for the service may not be able to afford to pay for podiatry services

We made every effort to ensure that our consultation reached a representative sample of the individuals possible affected by the proposals outlined in the consultation. This included:

- Attending Age UK and Older Peoples networks
- Attended specific venues used by South Asian people – Milen Care, Ravensthorpe Community Centre and Pakistani Community Alliance.
- Organised feedback used by low income groups – Ravensthorpe Community Centre, Basement Project

On the equality monitoring form we asked: Do you consider yourself to be disabled? The results were:

Answer Options	Response Percentage	Response Total
Yes	56.89%	442
No	35.26%	274
Prefer not to say	7.85%	61
Total:	Answered	777
	Skipped	41

## 5.0 Analysis of existing engagement

In December 2015 and July 2016 Locala carried out some engagement with service users about the current podiatry service. The objective of the engagement exercise was to:

- Understand what people thought of the current service
- Understand how local people want future services to be delivered
- Understand how the implementation of NICE guidance may impact on people
- Ensure that we use the findings from the engagement to inform our plans for future services including completion of an equality impact assessment.

The engagement was delivered in two sections, the first half of the engagement took place in December 2015 and the additional engagement took place in June – July of 2016. The two stage approach was to ensure that the engagement taking place picked up a broad range of views to support a whole system approach to podiatry services in Kirklees.

In summary the key themes from the engagement activity was as follows:

- **People are concerned about any change taking place** – people were worried about how changes would affect them and what alternatives would be in place.
- **Low responses to the NICE guidance** would suggest people may not have understood the implication of NICE guidance on the current service.
- **Happy with service** – most patients are happy with the service they receive. As an organisation we strive to improve where possible and ensure our patients always receive outstanding care at all times.
- **Appointments** – there are a number of comments in Patient Opinion, Friends & Family, complaints and face to face engagement about appointments within the Podiatry service. This varies from not being able to get an appointment, to wanting more choice and being seen more regularly. 52% of patients stated that they would like/might like a greater choice of appointments.
- **Patients are generally happy** but some would like to be seen before 12 weeks
- **A more efficient booking system** has been put in place recently and other plans are in place to make booking easier for patients.

## 6.0 Analysis of Consultation Feedback

We received feedback on the consultation via:

- Online and paper surveys (819)
- Drop in sessions held (6)
- Outreach sessions attended (7)

### 6.1 Profile of the survey respondents

Appendix A provides a breakdown of the protected characteristics of the survey respondents. It should be noted that approximately 10% of people did not complete the equality monitoring form, however, in summary the survey respondents were:

- **53.62% (422)** were female and **43.07% (339)** were male
- Respondents were aged between 17 and 91
- **67%** of respondents were from Greater Huddersfield, **26%** from North Kirklees and **6%** out of area or declined to state postcode
- **78.58% (598)** described themselves as heterosexual, **0.13% (1)** as lesbian, **0.66% (5)** as gay, and **2.89% (22)** as bisexual.
- The majority of respondents, **79.08% (616)** described themselves as White, **11.04% (86)** as Asian or Asian British and **2.7% (21)** as Black or Black British.
- **57.20% (445)** stated that they identified with Christianity, **14.65% (114)** no religion, **5.53% (60)** preferred not to say and **12.85% (100)** Islam
- **11.24% (87)** provide care for someone
- **56.89% (442)** described themselves as having a disability. With the majority having a long term condition and / or a disability that was physical or mobility or a mental health condition.

The data has been analysed to understand if respondents were representative of the local population based on the 2011 census data.

	Kirklees Census 2011	Locala results	+/-
<b>Gender</b>			
Male	49.4%	43.07%	-6.33%
Female	50.6%	53.62%	+3.02%
Prefer not to say		3.30%	
<b>Age</b>			
Under 18	20.4%	0.64%	-19.76%
18-24	18.50%	2.82%	-15.68%
25-34	20.57%	3.72%	-16.85%
35-54	25.30%	12.18%	-13.12%
55+	64.40%	72.44%	+8.04%
Prefer not to say		8.21%	
<b>Ethnicity</b>			
White British	76.67%	75.87%	-0.8%
White Irish	0.62%	2.18%	+1.56%
White Gypsy / Traveller	0.04%	0.00%	-0.04%
Other white background	1.80%	1.03%	-0.77%
White and black Caribbean	1.22%	0.26%	-0.96%
White and black African	0.15%	0.00%	-0.15%
White and Asian	0.64%	0.00%	-0.64%
Other mixed	0.30%	0.00%	-0.30%
Indian	4.92%	3.72%	-1.2%
Pakistani	9.90%	9.24%	0.66%
Chinese	0.34%	0.00%	-0.34%
Other Asian	0.71%	0.26%	-0.45%
African	0.56%	0.00%	-0.56%
Caribbean	1.10%	2.44%	+1.34%
Other black	0.22%	0.00%	-0.22%
Arab	0.29%	0.00%	-0.29%
Other ethnic group	0.35%	0.51%	+0.16%
<b>Religion</b>			
Christianity	53.4%	57.20%	+3.8%
Islam	14.5%	12.85%	-1.65%
Buddhism	0.20%	0.51%	+0.31%
Hinduism	0.40%	0.26%	-0.14%
Sikhism	0.80%	1.03%	+0.23%
No religion	23.50%	14.65%	-8.85%
Prefer not to say		7.71%	
Other		5.53%	
<b>Disability</b>			
Yes	17.7%	56.89%	+39.19%
No	82.3%	35.26%	-47.04%
Prefer not to say		7.85%	
<b>Carers</b>			
Yes	10.4%	11.24%	+0.84%

No		84.24%	
Prefer not to say		4.52%	

In addition to the equality monitoring questions we also asked people who completed the survey to let us know if any of the following statements applied to them.

The questions 'Did you understand the proposals?' 'Do they have an impact on you?' and 'What do you use the service for?' have been further analysed against equality and diversity data which highlighted no issues. Appendix D.

After reading the information did you understand the proposals?

Understanding the Proposal	Response Percentage	Response Total
Yes, All of it	67.91%	529
Yes, some of it	30.30%	236
No	1.80%	14
Total:	Answered	779
	Skipped	39

Type of people responding to the proposed changes:	Percentage	Total
A carer of a patient that has used or is currently using the service	6.02%	48
A healthcare Professional	1.25%	10
A member of staff	0.88%	7
A member of the public that has not used the service in the past	16.04%	128
A patient that has used or is currently using the service	74.06%	591
	Answered:	798
	Skipped:	20

We asked people if they currently use or have used one of the podiatry clinics and to indicate which clinic they usually use.

Clinics used and how many respondents use them:		
Location	Percentage	Total
Dearne Valley HC Scissett	3.90%	24
Fartown Health Centre	15.58%	96
Honley GP Practice	5.84%	36
Kirkburton GP Practice	6.49%	40
Holmfirth (Holme Valley Memorial Hospital)	8.12%	50
Meltham The Cobbles GP Practice	6.17%	38
Marsden Health Centre	5.19%	32
Newsome GP Practice	2.11%	13

Princess Royal Health Centre	26.30%	162
Slaithwaite Health Centre	9.09%	56
Skelmanthorpe GP Practice	3.73%	23
Mill Hill Health Centre	7.95%	49
Waterloo GP Practice	3.57%	22
Shepley GP Practice	3.08%	19
Dewsbury Health Centre	9.58%	59
Batley Health Centre	5.36%	33
Cleckheaton Health Centre	7.14%	44
Lepton GP Practice	0.81%	5
Birkenshaw Health Centre	1.30%	8
Total:	Answered:	616
	Skipped:	202

We asked people to tell us how they usually travel to their podiatry clinics:

Transport to podiatry appointments		
Method	Percentage	Total
Public Transport	20.59%	132
Taxi	6.71%	43
Car	59.13%	379
Walk	10.30%	66
Other	3.28%	21
	Answered:	641
	Skipped:	177

Other methods of transport included relying on family to get to appointments, home visits or using a combination of the above methods.

We asked people to tell us what they currently use the podiatry service for:

Treatment method used by patients		
Treatment	Percentage	Total
Corns, painful hard skin	15.22%	100
Toe nail cutting only	41.86%	275
Wound Care	4.87%	32
Nail Surgery	5.48%	36
Biomechanics	4.41%	29
Diabetic Checks	21.31%	140
All	6.85%	45
	Answered:	657
	Skipped:	161

We asked people to tell us if they felt these proposals would have an impact on them:

Impact level	Response Percentage	Response Total
Yes, a big impact	37.23%	293
Yes, some impact	27.95%	220
No, no impact	15.50%	122
Do not know	12.83%	101
This does not apply to me	6.48%	51
Total:	Answered	787
	Skipped	31

We asked for reasons and the themes were:

- Some people felt that they and other patients will be at risk (10 Responses)
- It was thought that there will be fewer appointment times/podiatrist availability (17 Responses)
- A number of respondents were unhappy or felt that they would be unable to pay for another provider if they were not eligible for the service (24 Responses)
- Many felt that they would have problems with transport if clinic locations changed and they have medical conditions that would make cutting their own toe nails difficult (251 Responses)
- Some people said they don't want to travel to another location (47 Responses)

## 6.2 Location of podiatry clinics

To help us improve the podiatry service we have proposed reducing the number of clinic locations in Greater Huddersfield only. This would mean that some patients living in Huddersfield might need to use a different location to the one they currently use. Currently the service is in great demand due to the increasing number of people with long term conditions and an ageing population. If accepted this would help us improve the current service by increasing the number of appointments and offering more choice of appointments. Podiatrists are currently spending a significant amount of time travelling between locations when they could be spending time with patients.

### 6.2.1 Survey responses

Q: We are proposing to reduce the number of clinics available in Greater Huddersfield from 15 to 8. To what extent do you agree or disagree with the proposal?

Answer options	Response %	Response count
Strongly agree	3.9%	31
Agree	24.8%	195
Don't know	10.1%	80
Disagree	27.5%	216



Strongly Disagree	33.50	263
Answered question		785
Skipped question		33

Q: Please explain your reason for your answer.

785 people responded to this question. The main themes were:

### Support for the proposal

- It was felt that there would be improved efficiency
- Some felt that the proposals would improve the service provided because those with the greatest need would be seen more quickly
- It was thought that 17 locations in Huddersfield was too many
- Some felt that there would be benefits from fewer locations that had better equipped facilities
- People commented that public transport links around the area were good and it wouldn't be a problem getting to the suggested locations

Feedback theme	Example comments
Improved efficiency	Hopefully this will bring resources together and more patients can be seen.
	I can see from figures that some clinics have few attendees if they can attend the next nearest clinic it makes common sense.
	NHS can't afford everything, minor things should be cut.
	Whilst not happy about it I believe it is necessary to do so for better care for patients and realistically it is better financial sense.
People with more serious conditions will be seen more quickly	High/mod risk patients can be seen more often as more clinical time available.
	It will focus the service and resources you have to allow for better quality care for patients who need it the most.
	To make better use of facilities other than people just wanting toe nails trimming etc. And care for people who need really important treatment.
Locations	It looks like a lot of locations at the moment.
	Clinics too close together.

### Concerns about the proposal

- Many were concerned that it would mean travelling further for an appointment even if this didn't affect them they were concerned for vulnerable groups
- Some felt that this was a cost cutting exercise
- There were many concerned that care will suffer
- It was felt that too many sites were being closed
- Some felt that clinics should be located nearer to peoples' homes

- A number of patients in Shepley were concerned about the public transport links to other locations

Feedback theme	Example comments
Vulnerable people will be affected	People with mobility problems use this service. It is a huge effort in some cases to attend an appointment. Some are in a great deal of pain (only they can feel it!) A local appointment is hugely important.
Care will suffer	Had severe foot pain and could not walk, podiatry helped me get back to it. If the service does not exist then people will be left destitute.
	Will put lives of people with low level needs at risk as they will get worse
Care should be closer to home	It is important services are provided locally with easy access to local people.
	'I do not agree that you should reduce the number of clinics, as I do not think I have the right to deny services to others, who like me need this service and are only able to get to a local clinic'.
Transport Shepley	'I can drive but there are buses in this location (Scissett) not so sure there is in Shepley'.
	'Agree but do think it could be hard for some people in Shepley- Buses not too good'.
	'Agree but do think it could be hard for some people in Shepley- Buses not too good'.

### Suggestions

- Patients in Marsden suggested that Croft House GP be considered as the location for podiatry clinics instead of Slaithwaite Health Centre. When travelling by bus from Marsden the bus stops at the top of a hill and the walk up and down the hill is a concern. Croft House is better located.

### 6.2.2 Feedback from outreach sessions

#### Age UK Coffee Morning (weekly social event in Huddersfield)

- One person was unhappy that her local clinic may be closed and had already completed the consultation survey.
- Some felt that that public transport in some areas of Huddersfield was fine but weren't sure about some of the village locations.
- Generally the group were unhappy that these locations would be closed.
- One person was supportive and suggested that there were a lot of clinics and that the NHS had to make difficult decisions and this seemed to make sense

#### Huddersfield Over 50s Forum

- Some members of the group thought that it was unfortunate to have to make these decisions but it was a sign of the times
- A discussion was had about the ageing population and increase in long term conditions and that it was important to treat those people quickly
- There was concern that some isolated people may not be able to access care

#### **Chart BAME event (event for BAME women in Kirklees)**

- The majority of people at this event were from North Kirklees and weren't affected by the change in clinic locations. They did voice their concerns for people who might not be able to access services in the future
- It was suggested that people could pay a small charge for nail care similar to the service provided at Huddersfield University and that this community approach would be good for people who are socially isolated.

### **6.3 Applying eligibility criteria**

The podiatry team use a set of criteria to help decide who is eligible for treatment. This has not been applied consistently throughout Kirklees and means there are many patients on the caseload who may not be eligible for podiatry care. The proposal means that some patients who currently see a podiatrist for dry skin removal, fungal infections or toe nail cutting will not be eligible for care in the future.

#### **6.3.1 Survey responses**

Q. We think it's important to redesign the service to ensure patients with high/moderate level needs get seen quicker and more frequently.

<b>Answer options</b>	<b>Response %</b>	<b>Response count</b>
Strongly agree	19.3%	152
Agree	52.8%	416
Don't know	5.8%	40
Disagree	14.1%	111
Strongly Disagree	8.6%	68
Answered question		787
Skipped question		31

Q: Please explain your reason for your answer.

787 people responded to this question. The main themes were:

#### **Support for the proposal**

- Most people in support of the proposal felt that care should be provided to those who are high to moderate risk
- There were many who supported the proposal but were concerned about the possible impact on elderly patients.

- Many supported the proposal as it would reduce waiting times
- Many people simply thought it made sense as it makes the service more efficient and was a better way to spend limited finances

Feedback theme	Example comments
Care should be for patients who need it most.	'I do agree that people with the most need should be prioritised but some people who still need podiatry services will lose out'.
	'If more frequent attention reduces the length of time for care that would be a benefit. You should be more ambitious and include self-care training for patients with moderate needs'.
	High risk should be seen quicker to avoid a worse situation.
	People who need the service should be given first priority. No one should waste anyone's time.
	People who need the service should be given first priority. No one should waste anyone's time.
Agree but have concerns about some patients.	'I agree, but I also think that many elderly or sick patients in particular need to be able to get to clinics within reasonable distance from their homes, because of their age, health problems and the expense of travelling and living on a fixed income e.g. pensions'.
It makes sense	Because it's logical...
	It could provide a more efficient service

### Concerns about the proposal

- The majority who disagreed were concerned that they and others would suffer as a consequence of not being eligible for the service
- Many people were concerned about how they would cope if they were no longer eligible for the service

Feedback theme	Example comments
Vulnerable people will be affected	There are many people like me who need help with toe nails- Where else would I go. Please do not assume we all have transport.
	'You are looking at stopping people with less needs getting the service. This is wrong and will make healthcare worse'.
	'You appear to be excluding elderly people who have difficulty in caring for their own foot health but have no acute problems. For those who can afford a private podiatrist this won't be a problem but for those who can't you are leaving them to develop problems instead of providing free healthcare as the NHS should'.
Care will suffer	This service should not be interfered with. No need to redesign by reducing the patients will suffer. Where elderly will go they cannot cope themselves.

	<p>Whilst accepting the premise this should already be happening and if not then management/appointments need to be adjusted. This proposal seems an excuse to decline some patients and reduce the numbers you already treat. This proposal seems to be about downsizing the service rather than meeting the needs of the public.</p>
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### **Suggestions**

- Lower risk/routine patients should be taught basic self-care that can be carried out at home
- There should be a low cost or no cost alternative for toe nail cutting

### **6.3.2 Feedback from outreach sessions**

Milen Day Care Women’s Group (day care service for Asian elderly people)

The following comments were made by the 20 women at the outreach session:

- Most people didn’t use the service and cared for their own feet
- They thought the proposals were acceptable and that people with serious conditions should be prioritised

**Milen Day Care Men’s Group (day care service for Asian elderly people)**

**The following comments were made by the 25 men at the outreach session:**

- Most people did not use the service and looked after their own feet with the support of their family
- They thought the proposals were acceptable and that people with serious conditions should be prioritised
- It was suggested that local no cost/low cost toe nail cutting clinics should be organised

**Age UK Coffee Morning (weekly social event in Huddersfield)**

- Many were concerned that services could be taken away from them and felt that people might get worse if they don’t find an alternative provider
- Some felt that there had been enough cuts to services and didn’t want things to change.
- They did understand and support priority for people with serious conditions.

**Huddersfield Over 50s Forum**

- Some people already used a private provider and were in full support of the proposal
- Others felt this was another important service being taken away from older people

- Some didn't use the service now and felt that if the proposal went ahead they were more likely to be seen quickly

#### Chart BAME event (event for BAME women in Kirklees)

- Most people supported the proposal and thought care should be directed towards those in greatest need
- Two people were very concerned about people who may not receive the service in the future and what would happen if they couldn't self-care or pay for treatment.

#### 6.4 Additional Support

For patients who are no longer eligible for treatment we want to offer a safe discharge from the service. We asked people what support they thought should be provided for people who would no longer be eligible for podiatry treatment.

Q: For those who may no longer be eligible for the podiatry service because they have low level foot care needs such as nail cutting, verrucae or dry skin, what support do you think we should provide?

Suggestions	Response Percentage	Response Total
Foot healthcare from a qualified podiatrist	57.62%	344
Educational leaflet	26.80%	160
Video clips	15.91%	95
Information about other local services on offer	57.62%	344
Option to purchase approved tools at cost price	29.15%	174
Total:	Answered	597
	Skipped	221

When asked 'what else would you suggest', the key themes were:

- Additional Support at GP Practices, drop in sessions and self-care.
- Alternative low cost or no cost provision.
- 650 people didn't comment

Feedback theme	Example comments
Additional support	Consideration be given to running a once a month walk in for people who live alone and have disabilities that preclude them from carrying out effective care of their own feet!
	Would it not be possible for GP surgeries to always have a doctor or nurse who has some experience of podiatry to be in attendance at the surgery, say once or twice a week, to give helpful advice.
Alternative low cost/no cost	Provide a secondary service at a nominal cost. i.e. charge for

care provision	more frequent appointments and for "lower" risk patients to continue with their trusted clinician. Peer support networks. Establishing (even funding) volunteer and community support. - Signposting to community support.
	Make a small charge, some people can't hold the tools for clipping toe nails.
	Recommend private treatment at low, fixed cost.
	I would look elsewhere, if we don't look after our feet it's our fault in the first place and leaflets are a good idea.

## 7.0 Conclusion

The consultation process has provided Locala and the CCGs with the views and suggestions of the public on the proposals around podiatry care in Kirklees.

This report will be made publically available and feedback provided to those respondents who have requested it.

We would like to thank all respondents who have given their time to share their views. These findings of this consultation will be taken into consideration when planning future specification of the Podiatry Service. This will be shared with the public once decisions have been made.

Appendix A CCG legal requirements around consultation



## 3.0 Our responsibilities, including legal requirements

### 3.1 Our responsibilities

Engaging people is not just about fulfilling a statutory duty or ticking boxes, it is about understanding and valuing the benefits of listening to patients and the public in the commissioning process.

By involving local people we want to give them a say in how services are planned, commissioned, delivered and reviewed. We recognise it is important who we involve through engagement activity. Individuals and groups play different roles and there needs to be engagement opportunities for both.

Engaging people who use health and social care services, and other stakeholders in planning services is vital to ensure services meet the needs of local communities. It is also a legal requirement that patients and the public are not only consulted about any proposed changes to services, but have been actively involved in developing the proposals.

### 3.2 Legal requirements

There are a number of requirements that must be met when discussions are being made about the development of services, particularly if any of these will impact on the way these services can be accessed by patients. Such requirements include the Health and Social Care Act 2012 and the NHS Constitution.

Health and Social Care Act 2012, makes provision for CCGs to establish appropriate collaborative arrangements with other CCGs, local authorities and other partners, and it also places a specific duty on CCGs to ensure that health services are provided in a way which promotes the NHS Constitution - and to promote awareness of the NHS Constitution.

Specifically, CCGs must involve and consult patients and the public:

- in their planning of commissioning arrangements
- in the development and consideration of proposals for changes in the commissioning arrangements, where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and
- in decisions affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact

The Act also updates Section 244 of the consolidated NHS Act 2006 which requires NHS organisations to consult relevant Overview and Scrutiny Committees (OSC) on any proposals for a substantial development of the health service in the area of the local authority, or a substantial variation in the provision of services.

The duties to involve and consult were reinforced by the NHS Constitution which stated: 'You have the right to be involved directly or through representatives, in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services'.

The Equality Act 2010 unifies and extends previous equality legislation. Nine characteristics are protected by the Act, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Section 149 of the Equality Act 2010 states that all public authorities must have due regard to the need to a) eliminate discrimination, harassment and victimisation, b) advance 'Equality of Opportunity', and c) foster good relations. To help support organisations to meet these duties a set of principles have been detailed in case law. These are called the Brown Principles;

- The organisation must be aware of their duty.
- Due regard is fulfilled before and at the time any change is considered as well as at the time a decision is taken. Due regard involves a conscious approach and state of mind.
- The duty cannot be satisfied by justifying a decision after it has been taken.
- The duty must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- The duty is a non-delegable one.
- The duty is a continuing one.

An Equality Impact Assessment (EQIA) will need to be undertaken on any proposals for changes to services that are developed through the programme, in order to understand any potential impact on protected groups and ensure equality of opportunity. Engagement must span all protected groups and other groups, and care should be taken to ensure that seldom-heard interests are engaged with and supported to participate, where necessary.

The Gunning Principles of Consultation are recommended as a framework for all engagement activity but are particularly relevant for consultation and would be used, in the event of a judicial review, to measure whether the process followed was appropriate. The Gunning Principles state that:

- Consultation must take place when the proposal is still at a formative stage
- Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response.
- Adequate time must be given for consideration and response
- The product of consultation must be conscientiously taken into account

## Have your say

We believe these proposed changes will benefit patients who have the greatest need for podiatry care, improve the service we are able to provide, and ensure that the service is able to support the growing number of people who need care in Kirklees.

We would like you to tell us what you think about these proposals. Your views are really important to us if we are to make the right decision about the future of podiatry services.

## Could you tell us the first part of your postcode? e.g HD8

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### 1. After reading the information did you understand the proposals?

Yes, all of it       Yes, some of it       No

### 2. Are you:

A patient that has used or is currently using the service

A carer of a patient that has used or is currently using the service

A healthcare professional

A member of staff

A member of the public that has not used the service in the past

Other, please state

### 3. Do you or someone you care for currently use/have used one of the 17 clinics in Greater Huddersfield:

Yes

No (if no go direct to Q5)

Don't know

### If yes, which clinic/s do you usually use?

Dearne Valley HC Scissett       tick boxes

Fartown

Honley GP

Kirkburton GP

Kirkheaton GP

Holmfirth HVMH

Meltham The Cobbles GP

Marsden Health Centre  
 Newsome GP  
 Princess Royal Health Centre  
 Slaithwaite Health Centre  
 Skelmanthorpe  
 Mill Hill Health Centre  
 Waterloo GP  
 Shepley GP  
 Dewsbury Health Centre  
 Batley Health Centre  
 Cleckheaton Health Centre  
 Lepton GP  
 Birkenshaw  
 Meltham The Cobbles GP  
 Marsden Health Centre

**If you or someone you care for currently uses the service or has done in the past, tell us how you normally travel to podiatry appointments:**

- Public transport
- Taxi
- Car
- Walk
- Other (please state)

**4. What do you currently use the Podiatry service for?**

- Corns, painful hard skin
- Nail Surgery
- Toe nail cutting only
- Biomechanics
- Wound care
- Diabetic checks

**5. We are proposing to reduce the number of clinics available in Greater Huddersfield from 17 to 8. To what extent to you agree or disagree with the proposal?**

Strongly agree	Agree	Disagree	Strongly Disagree	Don't Know	
Please explain your reason for the above answer					

**6. We think it's important to redesign the service to ensure patients with high/moderate level needs get seen quicker and more frequently. Do you agree? To what extent to you agree or disagree with the proposal?**

Strongly agree	Agree	Disagree	Strongly Disagree	Don't Know	
Please explain your reason for the above answer					

**7. For those people who are no longer eligible for the podiatry service because they have low level foot care needs such as nail cutting, verrucae or dry skin, what support do you think we should provide?**

- Foot healthcare training from a qualified podiatrist
- Educational leaflet
- Video clips
- Information about other local services on offer
- Option to purchase approved tools at cost price

What else would you suggest?

**8. Do you feel the proposal would in any way have an impact on you?**

Yes a big impact	Yes, some impact		No, no impact	Do not know	This does not apply to me
Please explain your reason for the above answer					

**9. Is there anything else you think we should consider when making a decision about any changes to current podiatry services?**

### **Additional Information**

This questionnaire can be completed on our website where regular updates will be available: [www.locala.org.uk/tbc](http://www.locala.org.uk/tbc).

If you need this form in another language or another format (such as large print) please contact us at: [podiatryconsultation@locala.org.uk](mailto:podiatryconsultation@locala.org.uk) Tel: tbc

(this information will be added in Urdu, Gujarati, Czech and Polish)

**Please return this completed form to:**

Locala Community Partnerships CIC  
Freepost Plus RSTJ-EYJA-UCTB  
First Floor, Becksid Court  
Bradford Road  
Batley WF17 5PW

**Closing date**

The consultation will end on 30 June 2017. All surveys must be received by midnight that day to ensure they are considered.

**Data protection**

No personal information will be released when reporting statistical data and data will be protected and stored securely in line with data protection rules. This information will be kept confidential.

**Appendix C Equality and Diversity Data**

Postcode Areas	Percentage of total responses	Total responses
BD11	0.86%	7
BD12	0.12%	1
BD19	2.44%	20
BD24	0.12%	1
BD4	0.12%	1
BD9	0.12%	1
HD1	4.40%	36
HD12	0.24%	2
HD15	0.12%	1
HD2	10.15%	83
HD21	0.24%	2
HD22	0.12%	1
HD3	6.11%	50
HD4	5.99%	49
HD5	7.82%	64
HD6	0.37%	3
HD7	10.76%	88
HD8	12.10%	99
HD9	9.17%	75

LS11	0.12%	1
LS12	0.12%	1
LS17	0.12%	1
S36	0.12%	1
S75	0.12%	1
WF1	0.24%	2
WF11	0.12%	1
WF12	4.65%	38
WF13	4.16%	34
WF14	1.71%	14
WF15	2.81%	23
WF16	2.20%	18
WF17	5.37%	44
WF4	0.37%	3
WF5	0.12%	1
No Comment	6.23%	51
Total:		818

What sex are you?

Answer Options	Response Percentage	Response Total
Male	43.07%	339
Female	53.62%	422
Prefer not to say	3.30%	26
Total:	Answered:	787
	Skipped	31

How old are you?

Answer Options	Response Percentage	Response Total
Under 18	0.64%	5
18-24	2.82%	22
25-34	3.72%	29
35-54	12.18%	95
55+	72.44%	565
Prefer not to say	8.21%	64
Total:	Answered	780
	Skipped	38

Answers	Response Percentage	Total Responses
No Comment	8.80%	72
Australia	0.12%	1
Austria	0.12%	1
Bangladesh	0.98%	8
BURMA (Myanmar)	0.12%	1

Caribbean	0.12%	1
England	67.97%	556
France	0.12%	1
Great Britain	3.30%	27
Grenada	0.37%	3
India	2.57%	21
Ireland	0.98%	8
Jamaica	1.10%	9
Northern Ireland	0.49%	4
Not relevant	0.12%	1
Pakistan	3.55%	29
Poland	0.24%	2
Scotland	0.86%	7
Spain	0.12%	1
Trinidad	0.12%	1
UK	7.58%	62
<b>Total</b>		<b>818</b>

Do you belong to any religion?

Answer Options	Response Percentage	Response Total
Buddhism	0.51%	4
Christianity	57.20%	445
Hinduism	0.26%	2
Islam	12.85%	100
Judaism	0.26%	2
Sikhism	1.03%	8
No religion	14.65%	114
Prefer not to say	7.71%	60
Other (Please specify)	5.53	43
Total:	Answered	778
	Skipped	40

What is your ethnic group?

Answer Options	Response Percentage	Response Total
British	75.87%	591
Irish	2.18%	17
Other	1.03%	8
Indian	3.72%	29
Pakistani	9.24%	72
Bangladeshi	1.54%	12
Any other Asian background	0.26%	2
White and black Caribbean	0.26%	2
White and black African	0.00%	0
White and Asian	0.00%	0
Any other mixed background	0.00%	0



Caribbean	2.44%	19
African	0.00%	0
Any other black background	0.00%	0
Chinese	0.00%	0
Any other Ethnic group	0.51%	4
I do not wish to disclose my ethnic origin	2.95%	23
Total:	Answered	779
	Skipped	39

Do you consider yourself to be disabled?

Answer Options	Response Percentage	Response Total
Yes	56.89%	442
No	35.26%	274
Prefer not to say	7.85%	61
Total:	Answered	777
	Skipped	41

Type of impairment: Please tick all that apply

Answer Options	Response Percentage	Response Total
Physical or mobility impairment (such as using a wheelchair to get around and / or difficulty using their arms)	34.87%	257
Sensory impairment (such as being blind/having a serious visual impairment and / or difficulty using their arms)	12.35%	91
Mental health condition (such as depressions or schizophrenia)	7.73%	57
Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head injury)	2.04%	15
Long term condition (such as cancer, HIV, diabetes, chronic heart disease, epilepsy)	33.79%	249
Prefer not to say	8.68%	64
None	26.59%	196
Total:	Answered	737
	Skipped	81

Are you a carer? Do you look after, or give any help or support to a family member, friend or neighbour because of a long term physical disability, mental ill-health or problems related to age?

Answer Options	Response Percentage	Response Total
----------------	---------------------	----------------

Yes	11.24%	87
No	84.24%	652
Prefer not to say	4.52%	35
Total:	Answered	774
	Skipped	44

Are you pregnant?

Answer Options	Response Percentage	Response Total
Yes	0.26%	2
No	95.88%	745
Prefer not to say	3.86%	30
Total:	Answered	777
	Skipped	41

Have you given birth in the last six months?

Answer Options	Response Percentage	Response Total
Yes	0.00%	0
No	96.12%	744
Prefer not to say	3.86%	30
Total:	Answered	774
	Skipped	44

Please select the option that best represents your sexual orientation:

Answer Options	Response Percentage	Response Total
Bisexual (both sexes)	2.89%	22
Gay (Same sex)	0.66%	5
Heterosexual/straight (Opposite sex)	78.58%	598
Lesbian (Same sex)	0.13%	1
Other	1.05%	8
Prefer not to say	16.69%	127
Total:	Answered	761
	Skipped	57

Are you transgender? Is your gender identity different to the gender you were assigned at birth?

Answer Options	Response Percentage	Response Total
Yes	0.26%	2
No	91.02%	689
Prefer not to say	8.98%	68
Total:	Answered	757
	Skipped	61

## Appendix D

Will these proposals have an impact on you? Analysed using E&D data.

**What sex are you? Total Response**

Do not know	<b>101</b>
<b>No Comment</b>	1
<b>Female</b>	49
<b>Male</b>	47
<b>Prefer not to say</b>	4
No Comment	<b>31</b>
<b>No Comment</b>	7
<b>Female</b>	14
<b>Male</b>	9
<b>Prefer not to say</b>	1
No, no impact	<b>122</b>
<b>No Comment</b>	5
<b>Female</b>	47
<b>Male</b>	69
<b>Prefer not to say</b>	1
This does not apply to me	<b>51</b>
<b>No Comment</b>	2
<b>Female</b>	23
<b>Male</b>	22
<b>Prefer not to say</b>	4
Yes, a big impact	<b>293</b>
<b>No Comment</b>	9
<b>Female</b>	166
<b>Male</b>	106
<b>Prefer not to say</b>	12
Yes, some impact	<b>220</b>
<b>No Comment</b>	7
<b>Female</b>	123
<b>Male</b>	86
<b>Prefer not to say</b>	4
Grand Total	<b>818</b>

What age are you?	Total Response
Do not know	<b>101</b>
<b>No Comment</b>	1
<b>18-24</b>	11
<b>25-34</b>	8
<b>35-54</b>	13
<b>55+</b>	57
<b>Prefer not to say</b>	9
<b>under 18</b>	2
No Comment	<b>31</b>
<b>No Comment</b>	7
<b>18-24</b>	2

<b>25-34</b>	<b>2</b>
<b>35-54</b>	<b>1</b>
<b>55+</b>	<b>16</b>
<b>Prefer not to say</b>	<b>3</b>
No, no impact	<b>122</b>
<b>No Comment</b>	<b>6</b>
<b>18-24</b>	<b>5</b>
<b>25-34</b>	<b>7</b>
<b>35-54</b>	<b>24</b>
<b>55+</b>	<b>70</b>
<b>Prefer not to say</b>	<b>7</b>
<b>under 18</b>	<b>3</b>
This does not apply to me	<b>51</b>
<b>No Comment</b>	<b>3</b>
<b>25-34</b>	<b>4</b>
<b>35-54</b>	<b>13</b>
<b>55+</b>	<b>24</b>
<b>Prefer not to say</b>	<b>7</b>
Yes, a big impact	<b>293</b>
<b>No Comment</b>	<b>10</b>
<b>18-24</b>	<b>2</b>
<b>25-34</b>	<b>4</b>
<b>35-54</b>	<b>27</b>
<b>55+</b>	<b>226</b>
<b>Prefer not to say</b>	<b>24</b>
Yes, some impact	<b>220</b>
<b>No Comment</b>	<b>11</b>
<b>18-24</b>	<b>2</b>
<b>25-34</b>	<b>4</b>
<b>35-54</b>	<b>17</b>
<b>55+</b>	<b>172</b>
<b>Prefer not to say</b>	<b>14</b>
Grand Total	<b>818</b>

<b>Do you belong to any religion?</b>	<b>Total Response</b>
Do not know	<b>101</b>
<b>Christianity</b>	<b>39</b>
<b>Islam</b>	<b>35</b>
<b>Methodist</b>	<b>3</b>
<b>No Comment</b>	<b>1</b>
<b>No religion</b>	<b>15</b>
<b>Prefer not to say</b>	<b>8</b>
No Comment	<b>31</b>
<b>Christianity</b>	<b>9</b>

Church of England	3
Islam	2
No Comment	9
No religion	4
Prefer not to say	4
No, no impact	<b>122</b>
Christianity	53
Church of England	1
Islam	37
Methodist	1
No Comment	8
No religion	10
Prefer not to say	6
Protestant	1
Roman Catholic	1
Sikhism	2
Spiritualist	1
Weslyan	1
This does not apply to me	<b>51</b>
Christianity	25
Hinduism	1
Islam	6
No Comment	2
No religion	10
Prefer not to say	5
Rasta farina	1
Sikhism	1
Yes, a big impact	<b>293</b>
Agnostic	1
Baptist Church	1
Buddhism	3
C e	1
c of e	2
Catholic	4
Christianity	182
Church of England	2
COE	1
Hinduism	1
Islam	10
JEDEI	1
Jehovah's Witness	1
Judaism	2
No Comment	9
No religion	36

not relevant	1
Other (please specify):	4
Prefer not to say	24
Roman Catholic	1
Sikhism	5
What has this to do with podiatry?	1
Yes, some impact	<b>220</b>
Atheist.	1
Baptist	1
Buddhism	1
Christianity	137
Church of England	1
Islam	10
Jediism	1
jehovah's witness	1
Methodist	1
No Comment	11
No religion	39
Prefer not to say	13
Spiritualist	1
Totally irrelevant question	1
What as this to do with foot care	1
Grand Total	<b>818</b>

Row Labels	Total Response
Do not know	<b>101</b>
<b>Bangladeshi</b>	1
<b>British</b>	61
<b>I do not wish to disclose my ethnic origin</b>	3
<b>No Comment</b>	3
<b>Pakistani</b>	33
No Comment	<b>31</b>
<b>Bangladeshi</b>	1
<b>British</b>	18
<b>Irish</b>	2
<b>No Comment</b>	8
<b>Pakistani</b>	2
No, no impact	<b>122</b>
<b>Bangladeshi</b>	9
<b>British</b>	71
<b>I do not wish to disclose my ethnic origin</b>	2
<b>Indian</b>	13
<b>Irish</b>	2
<b>No Comment</b>	6

<b>Other</b>	1
<b>Pakistani</b>	18
This does not apply to me	<b>51</b>
<b>British</b>	35
<b>Caribbean</b>	1
<b>I do not wish to disclose my ethnic origin</b>	2
<b>Indian</b>	6
<b>Irish</b>	1
<b>No Comment</b>	2
<b>Other</b>	2
<b>Pakistani</b>	2
Yes, a big impact	<b>293</b>
<b>Any other Asian background</b>	2
<b>Any other Ethnic Group</b>	4
<b>British</b>	226
<b>Caribbean</b>	10
<b>I do not wish to disclose my ethnic origin</b>	12
<b>Indian</b>	6
<b>Irish</b>	9
<b>No Comment</b>	10
<b>Other</b>	3
<b>Pakistani</b>	11
Yes, some impact	<b>220</b>
<b>Bangladeshi</b>	1
<b>British</b>	180
<b>Caribbean</b>	8
<b>I do not wish to disclose my ethnic origin</b>	4
<b>Indian</b>	4
<b>Irish</b>	3
<b>No Comment</b>	10
<b>Other</b>	2
<b>Pakistani</b>	6
<b>White and Black Caribbean</b>	2
Grand Total	<b>818</b>

Do you consider yourself to have a disability?	Total Response
Do not know	<b>101</b>
<b>No Comment</b>	2
<b>No</b>	38
<b>Prefer not to say</b>	8
<b>Yes</b>	53
No Comment	<b>31</b>
<b>No Comment</b>	7

<b>No</b>	9
<b>Prefer not to say</b>	2
<b>Yes</b>	13
No, no impact	<b>122</b>
<b>No Comment</b>	9
<b>No</b>	74
<b>Prefer not to say</b>	5
<b>Yes</b>	34
This does not apply to me	<b>51</b>
<b>No Comment</b>	2
<b>No</b>	24
<b>Prefer not to say</b>	5
<b>Yes</b>	20
Yes, a big impact	<b>293</b>
<b>No Comment</b>	11
<b>No</b>	51
<b>Prefer not to say</b>	23
<b>Yes</b>	208
Yes, some impact	<b>220</b>
<b>No Comment</b>	10
<b>No</b>	78
<b>Prefer not to say</b>	18
<b>Yes</b>	114
Grand Total	<b>818</b>

Are you pregnant?	Total Response
Do not know	<b>101</b>
<b>No Comment</b>	2
<b>No</b>	97
<b>Prefer not to say</b>	2
No Comment	<b>31</b>
<b>No Comment</b>	7
<b>No</b>	24
No, no impact	<b>122</b>
<b>No Comment</b>	6
<b>No</b>	116
This does not apply to me	<b>51</b>
<b>No Comment</b>	2
<b>No</b>	44
<b>Prefer not to say</b>	4
<b>Yes</b>	1
Yes, a big impact	<b>293</b>
<b>No Comment</b>	14
<b>No</b>	263



<b>Prefer not to say</b>	16
Yes, some impact	<b>220</b>
<b>No Comment</b>	10
<b>No</b>	201
<b>Prefer not to say</b>	8
<b>Yes</b>	1
<b>Grand Total</b>	<b>818</b>

What best describes your sexual orientation?	Total Response
Do not know	<b>101</b>
<b>No Comment</b>	2
<b>Bisexual (both sexes)</b>	1
<b>Heterosexual/straight (opposite sex)</b>	81
<b>Prefer not to say</b>	17
No Comment	<b>31</b>
<b>No Comment</b>	8
<b>Bisexual (both sexes)</b>	2
<b>Heterosexual/straight (opposite sex)</b>	13
<b>Other</b>	1
<b>Prefer not to say</b>	7
No, no impact	<b>122</b>
<b>No Comment</b>	8
<b>Bisexual (both sexes)</b>	2
<b>Heterosexual/straight (opposite sex)</b>	99
<b>Prefer not to say</b>	13
This does not apply to me	<b>51</b>
<b>No Comment</b>	3
<b>Bisexual (both sexes)</b>	1
<b>Gay (same sex)</b>	2
<b>Heterosexual/straight (opposite sex)</b>	37
<b>Prefer not to say</b>	8
Yes, a big impact	<b>293</b>
<b>No Comment</b>	17
<b>Bisexual (both sexes)</b>	11
<b>Gay (same sex)</b>	1
<b>Heterosexual/straight (opposite sex)</b>	205
<b>Lesbian (same sex)</b>	1
<b>Other</b>	5
<b>Prefer not to say</b>	53
Yes, some impact	<b>220</b>
<b>No Comment</b>	19
<b>Bisexual (both sexes)</b>	5
<b>Gay (same sex)</b>	2

<b>Heterosexual/straight (opposite sex)</b>	163
<b>Other</b>	2
<b>Prefer not to say</b>	29
<b>Grand Total</b>	<b>818</b>

<b>Are you transgender?</b>	<b>Total Response</b>
Do not know	<b>101</b>
<b>No Comment</b>	8
<b>No</b>	88
<b>Prefer not to say</b>	5
No Comment	<b>31</b>
<b>No Comment</b>	8
<b>No</b>	20
<b>Prefer not to say</b>	3
No, no impact	<b>122</b>
<b>No Comment</b>	8
<b>No</b>	107
<b>Prefer not to say</b>	7
This does not apply to me	<b>51</b>
<b>No Comment</b>	2
<b>No</b>	40
<b>Prefer not to say</b>	9
Yes, a big impact	<b>293</b>
<b>No Comment</b>	19
<b>No</b>	245
<b>Prefer not to say</b>	29
Yes, some impact	<b>220</b>
<b>No Comment</b>	16
<b>No</b>	189
<b>Prefer not to say</b>	15
<b>Grand Total</b>	<b>818</b>

Do you understand these proposals? Analysed using E&D data.

<b>What sex are you?</b>	<b>Total Response</b>
No	<b>14</b>
<b>Female</b>	7
<b>Male</b>	6
<b>Prefer not to say</b>	1
No Comment	<b>39</b>
<b>No Comment</b>	4
<b>Female</b>	21
<b>Male</b>	14

Yes, all of it	<b>529</b>
<b>No Comment</b>	17
<b>Female</b>	255
<b>Male</b>	238
<b>Prefer not to say</b>	19
Yes, some of it	<b>236</b>
<b>No Comment</b>	10
<b>Female</b>	139
<b>Male</b>	81
<b>Prefer not to say</b>	6
Grand Total	<b>818</b>

What is your age?	Total Response
No	<b>14</b>
<b>35-54</b>	3
<b>55+</b>	10
<b>Prefer not to say</b>	1
No Comment	<b>39</b>
<b>No Comment</b>	5
<b>18-24</b>	1
<b>35-54</b>	5
<b>55+</b>	27
<b>Prefer not to say</b>	1
Yes, all of it	<b>529</b>
<b>No Comment</b>	23
<b>18-24</b>	17
<b>25-34</b>	19
<b>35-54</b>	53
<b>55+</b>	367
<b>Prefer not to say</b>	45
<b>under 18</b>	5
Yes, some of it	<b>236</b>
<b>No Comment</b>	10
<b>18-24</b>	4
<b>25-34</b>	10
<b>35-54</b>	34
<b>55+</b>	161
<b>Prefer not to say</b>	17
Grand Total	<b>818</b>

Do you belong to any religion?	Total Response
No	<b>14</b>
<b>Christianity</b>	8
<b>Islam</b>	1

<b>JEDEI</b>	1
<b>No religion</b>	2
<b>Prefer not to say</b>	2
No Comment	<b>39</b>
<b>Christianity</b>	20
<b>Islam</b>	1
<b>No Comment</b>	7
<b>No religion</b>	7
<b>Prefer not to say</b>	3
<b>Roman Catholic</b>	1
Yes, all of it	<b>529</b>
<b>Atheist.</b>	1
<b>baptist</b>	1
<b>Baptist Church</b>	1
<b>Buddhism</b>	4
<b>Catholic</b>	3
<b>Christianity</b>	283
<b>Church of England</b>	4
<b>Hinduism</b>	2
<b>Islam</b>	76
<b>jehovah's witness</b>	1
<b>Judaism</b>	2
<b>Methodist</b>	5
<b>No Comment</b>	19
<b>No religion</b>	73
<b>not relevent</b>	1
<b>Other (please specify):</b>	4
<b>Prefer not to say</b>	36
<b>Protestant</b>	1
<b>Rasta farian</b>	1
<b>Sikhism</b>	7
<b>Spiritualist</b>	1
<b>Totally irrelevant question</b>	1
<b>Weslyan</b>	1
<b>What as this to do with foot care</b>	1
Yes, some of it	<b>236</b>
<b>Agnostic</b>	1
<b>C e</b>	1
<b>c of e</b>	2
<b>Catholic</b>	1
<b>Christianity</b>	134
<b>Church of England</b>	3
<b>COE</b>	1
<b>Islam</b>	22

Jediism	1
Jehovah's Witness	1
No Comment	14
No religion	32
Prefer not to say	19
Roman Catholic	1
Sikhism	1
Spiritualist	1
What has this to do with podiatry?	1
<b>Grand Total</b>	<b>818</b>

<b>What is your ethnic origin?</b>	<b>Total Response</b>
No	<b>14</b>
British	11
Pakistani	2
White and Black Caribbean	1
No Comment	<b>39</b>
British	27
Caribbean	3
Indian	1
Irish	2
No Comment	6
Yes, all of it	<b>529</b>
Any other Asian background	2
Any other Ethnic Group	4
Bangladeshi	11
British	378
Caribbean	4
I do not wish to disclose my ethnic origin	19
Indian	25
Irish	8
No Comment	20
Other	6
Pakistani	51
White and Black Caribbean	1
Yes, some of it	<b>236</b>
Bangladeshi	1
British	175
Caribbean	12
I do not wish to disclose my ethnic origin	4
Indian	3
Irish	7
No Comment	13
Other	2

<b>Pakistani</b>	<b>19</b>
(blank)	
<b>(blank)</b>	
Grand Total	<b>818</b>

Do you consider yourself to have a disability?	Total Response
No	<b>14</b>
<b>No</b>	4
<b>Prefer not to say</b>	2
<b>Yes</b>	8
No Comment	<b>39</b>
<b>No Comment</b>	5
<b>No</b>	12
<b>Prefer not to say</b>	2
<b>Yes</b>	20
Yes, all of it	<b>529</b>
<b>No Comment</b>	24
<b>No</b>	188
<b>Prefer not to say</b>	37
<b>Yes</b>	280
Yes, some of it	<b>236</b>
<b>No Comment</b>	12
<b>No</b>	70
<b>Prefer not to say</b>	20
<b>Yes</b>	134
Grand Total	<b>818</b>

Are you pregnant?	Total Response
No	<b>14</b>
<b>No</b>	13
<b>Prefer not to say</b>	1
No Comment	<b>39</b>
<b>No Comment</b>	6
<b>No</b>	33
Yes, all of it	<b>529</b>
<b>No Comment</b>	21
<b>No</b>	484
<b>Prefer not to say</b>	23
<b>Yes</b>	1
Yes, some of it	<b>236</b>

<b>No Comment</b>	14
<b>No</b>	215
<b>Prefer not to say</b>	6
<b>Yes</b>	1
<b>Grand Total</b>	<b>818</b>

What best describes your sexual orientation?	Total Response
No	<b>14</b>
<b>Bisexual (both sexes)</b>	1
<b>Heterosexual/straight (opposite sex)</b>	10
<b>Prefer not to say</b>	3
No Comment	<b>39</b>
<b>No Comment</b>	6
<b>Bisexual (both sexes)</b>	5
<b>Heterosexual/straight (opposite sex)</b>	22
<b>Prefer not to say</b>	6
Yes, all of it	<b>529</b>
<b>No Comment</b>	29
<b>Bisexual (both sexes)</b>	13
<b>Gay (same sex)</b>	3
<b>Heterosexual/straight (opposite sex)</b>	409
<b>Lesbian (same sex)</b>	1
<b>Other</b>	6
<b>Prefer not to say</b>	68
Yes, some of it	<b>236</b>
<b>No Comment</b>	22
<b>Bisexual (both sexes)</b>	3
<b>Gay (same sex)</b>	2
<b>Heterosexual/straight (opposite sex)</b>	157
<b>Other</b>	2
<b>Prefer not to say</b>	50
<b>Grand Total</b>	<b>818</b>

Are you transgender?	Total Response
No	<b>14</b>
<b>No</b>	13
<b>Prefer not to say</b>	1
No Comment	<b>39</b>
<b>No Comment</b>	8
<b>No</b>	30
<b>Prefer not to say</b>	1
Yes, all of it	<b>529</b>
<b>No Comment</b>	36

<b>No</b>	452
<b>Prefer not to say</b>	41
Yes, some of it	<b>236</b>
<b>No Comment</b>	17
<b>No</b>	194
<b>Prefer not to say</b>	25
Grand Total	<b>818</b>

What do you use the service for? Analysed again E&D data.

Do you belong to any religion?	Total Responses
All	<b>42</b>
<b>Buddhism</b>	1
<b>Christianity</b>	22
<b>Islam</b>	1
<b>No religion</b>	9
<b>Other (Sikhism- 1, Judaism- 2):</b>	3
<b>Prefer not to say</b>	6
Biomechanics	<b>28</b>
<b>Buddhism</b>	1
<b>Christianity</b>	14
<b>No Comment</b>	4
<b>No religion</b>	6
<b>Other (please specify):</b>	1
<b>Prefer not to say</b>	2
Corns, painful hard skin	<b>100</b>
<b>Baptist Church</b>	1
<b>Christianity</b>	72
<b>Islam</b>	2
<b>Methodist</b>	1
<b>No Comment</b>	1
<b>No religion</b>	13
<b>Prefer not to say</b>	7
<b>Sikhism</b>	2
Diabetic checks	<b>140</b>
<b>Buddhism</b>	1
<b>Catholic</b>	2
<b>Christianity</b>	81
<b>Islam</b>	17
<b>Methodist</b>	2
<b>No Comment</b>	6
<b>No religion</b>	16
<b>Prefer not to say</b>	15
Nail Surgery	<b>36</b>
<b>Christianity</b>	23



Islam	3
No Comment	4
No religion	2
Prefer not to say	1
Roman Catholic	1
Sikhism	2
No Comment	<b>161</b>
Christianity	51
Hinduism	2
Islam	62
Jedism	1
No Comment	8
No religion	24
Prefer not to say	11
Rasta farian	1
Spiritualist	1
Toe nail cutting only	<b>275</b>
Agnostic	1
Atheist.	1
baptist	1
Buddhism	1
Catholic	2
Christianity	172
Islam	11
JEDEI	1
Jehovah's Witness	2
Methodist	2
No Comment	17
No religion	40
Prefer not to say	17
Roman Catholic	1
Sikhism	2
Spiritualist	1
Weslyan	1
Wound Care	<b>32</b>
Christianity	22
Islam	4
No religion	4
Prefer not to say	1
Sikhism	1
Grand Total	<b>818</b>

What is your sex?	Total Response
All	45

<b>No Comment</b>	1
<b>Female</b>	19
<b>Male</b>	19
<b>Prefer not to say</b>	6
Biomechanics	<b>29</b>
<b>No Comment</b>	3
<b>Female</b>	18
<b>Male</b>	7
<b>Prefer not to say</b>	1
Corns, painful hard skin	<b>100</b>
<b>No Comment</b>	2
<b>Female</b>	73
<b>Male</b>	25
Diabetic checks	<b>140</b>
<b>No Comment</b>	5
<b>Female</b>	60
<b>Male</b>	67
<b>Prefer not to say</b>	8
Nail Surgery	<b>36</b>
<b>No Comment</b>	1
<b>Female</b>	23
<b>Male</b>	12
No Comment	<b>161</b>
<b>No Comment</b>	7
<b>Female</b>	61
<b>Male</b>	86
<b>Prefer not to say</b>	7
Toe nail cutting only	<b>275</b>
<b>No Comment</b>	12
<b>Female</b>	148
<b>Male</b>	111
<b>Prefer not to say</b>	4
Wound Care	<b>32</b>
<b>Female</b>	20
<b>Male</b>	12
Grand Total	<b>818</b>

What age are you?	Total Response
All	<b>45</b>
<b>35-54</b>	8
<b>55+</b>	31
<b>Prefer not to say</b>	6
Biomechanics	<b>29</b>
<b>No Comment</b>	3

<b>35-54</b>	<b>6</b>
<b>55+</b>	<b>16</b>
<b>Prefer not to say</b>	<b>4</b>
Corns, painful hard skin	<b>100</b>
<b>No Comment</b>	<b>1</b>
<b>25-34</b>	<b>3</b>
<b>35-54</b>	<b>10</b>
<b>55+</b>	<b>81</b>
<b>Prefer not to say</b>	<b>5</b>
Diabetic checks	<b>140</b>
<b>No Comment</b>	<b>7</b>
<b>18-24</b>	<b>5</b>
<b>25-34</b>	<b>2</b>
<b>35-54</b>	<b>11</b>
<b>55+</b>	<b>99</b>
<b>Prefer not to say</b>	<b>16</b>
Nail Surgery	<b>36</b>
<b>No Comment</b>	<b>2</b>
<b>18-24</b>	<b>1</b>
<b>25-34</b>	<b>1</b>
<b>35-54</b>	<b>3</b>
<b>55+</b>	<b>28</b>
<b>Prefer not to say</b>	<b>1</b>
No Comment	<b>161</b>
<b>No Comment</b>	<b>8</b>
<b>18-24</b>	<b>14</b>
<b>25-34</b>	<b>16</b>
<b>35-54</b>	<b>41</b>
<b>55+</b>	<b>62</b>
<b>Prefer not to say</b>	<b>15</b>
<b>under 18</b>	<b>5</b>
Toe nail cutting only	<b>275</b>
<b>No Comment</b>	<b>16</b>
<b>25-34</b>	<b>6</b>
<b>35-54</b>	<b>13</b>
<b>55+</b>	<b>225</b>
<b>Prefer not to say</b>	<b>15</b>
Wound Care	<b>32</b>
<b>No Comment</b>	<b>1</b>
<b>18-24</b>	<b>2</b>
<b>25-34</b>	<b>1</b>
<b>35-54</b>	<b>3</b>
<b>55+</b>	<b>23</b>
<b>Prefer not to say</b>	<b>2</b>

Grand Total	818
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What is your ethnic origin?	Total Response
All	<b>45</b>
Any other Ethnic Group	3
British	31
Caribbean	1
I do not wish to disclose my ethnic origin	6
No Comment	2
Pakistani	2
Biomechanics	<b>29</b>
Bangladeshi	1
British	20
I do not wish to disclose my ethnic origin	3
No Comment	3
Other	1
White and Black Caribbean	1
Corns, painful hard skin	<b>100</b>
British	88
Caribbean	2
I do not wish to disclose my ethnic origin	2
Indian	2
Irish	2
No Comment	2
Pakistani	2
Diabetic checks	<b>140</b>
British	101
Caribbean	5
I do not wish to disclose my ethnic origin	5
Indian	1
Irish	2
No Comment	8
Other	3
Pakistani	15
Nail Surgery	<b>36</b>
Any other Asian background	1
Bangladeshi	1
British	27
I do not wish to disclose my ethnic origin	1
Indian	3
No Comment	2
Pakistani	1
No Comment	<b>161</b>
Bangladeshi	9

<b>British</b>	74
<b>Caribbean</b>	1
<b>I do not wish to disclose my ethnic origin</b>	2
<b>Indian</b>	16
<b>Irish</b>	6
<b>No Comment</b>	8
<b>Other</b>	4
<b>Pakistani</b>	40
<b>White and Black Caribbean</b>	1
Toe nail cutting only	<b>275</b>
<b>Any other Asian background</b>	1
<b>Any other Ethnic Group</b>	1
<b>British</b>	223
<b>Caribbean</b>	10
<b>I do not wish to disclose my ethnic origin</b>	4
<b>Indian</b>	5
<b>Irish</b>	7
<b>No Comment</b>	14
<b>Pakistani</b>	10
Wound Care	<b>32</b>
<b>Bangladeshi</b>	1
<b>British</b>	27
<b>Indian</b>	2
<b>Pakistani</b>	2
Grand Total	<b>818</b>

<b>Do you consider yourself to have a disability?</b>	<b>Total Response</b>
All	<b>45</b>
<b>No Comment</b>	2
<b>No</b>	6
<b>Prefer not to say</b>	5
<b>Yes</b>	32
Biomechanics	<b>29</b>
<b>No Comment</b>	3
<b>No</b>	10
<b>Prefer not to say</b>	3
<b>Yes</b>	13
Corns, painful hard skin	<b>100</b>
<b>No Comment</b>	2
<b>No</b>	27
<b>Prefer not to say</b>	8
<b>Yes</b>	63
Diabetic checks	<b>140</b>
<b>No Comment</b>	5

No	34
Prefer not to say	10
Yes	91
Nail Surgery	<b>36</b>
No Comment	2
No	15
Prefer not to say	2
Yes	17
No Comment	<b>161</b>
No Comment	8
No	116
Prefer not to say	7
Yes	30
Toe nail cutting only	<b>275</b>
No Comment	16
No	59
Prefer not to say	22
Yes	178
Wound Care	<b>32</b>
No Comment	3
No	7
Prefer not to say	4
Yes	18
Grand Total	<b>818</b>

Are you pregnant?	Total Response
All	<b>45</b>
No	39
Prefer not to say	6
Biomechanics	<b>29</b>
No Comment	3
No	25
Prefer not to say	1
Corns, painful hard skin	<b>100</b>
No Comment	3
No	94
Prefer not to say	2
Yes	1
Diabetic checks	<b>140</b>
No Comment	8
No	126
Prefer not to say	6
Nail Surgery	<b>36</b>
No Comment	2

No	34
No Comment	<b>161</b>
No Comment	6
No	147
Prefer not to say	7
Yes	1
Toe nail cutting only	<b>275</b>
No Comment	18
No	249
Prefer not to say	8
Wound Care	<b>32</b>
No Comment	1
No	31
Grand Total	<b>818</b>

Are you transgender?	Total Response
All	<b>45</b>
No	38
Prefer not to say	7
Biomechanics	<b>29</b>
No Comment	5
No	21
Prefer not to say	3
Corns, painful hard skin	<b>100</b>
No Comment	6
No	88
Prefer not to say	6
Diabetic checks	<b>140</b>
No Comment	9
No	120
Prefer not to say	11
Nail Surgery	<b>36</b>
No Comment	2
No	30
Prefer not to say	4
No Comment	<b>161</b>
No Comment	8
No	138
Prefer not to say	15
Toe nail cutting only	<b>275</b>
No Comment	30
No	224
Prefer not to say	21
Wound Care	<b>32</b>

<b>No Comment</b>	<b>1</b>
<b>No</b>	<b>30</b>
<b>Prefer not to say</b>	<b>1</b>
<b>Grand Total</b>	<b>818</b>

<b>What best describes your sexual orientation?</b>	<b>Total Response</b>
<b>All</b>	<b>45</b>
<b>No Comment</b>	<b>1</b>
<b>Bisexual (both sexes)</b>	<b>2</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>30</b>
<b>Other</b>	<b>1</b>
<b>Prefer not to say</b>	<b>11</b>
<b>Biomechanics</b>	<b>29</b>
<b>No Comment</b>	<b>4</b>
<b>Bisexual (both sexes)</b>	<b>2</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>18</b>
<b>Prefer not to say</b>	<b>5</b>
<b>Corns, painful hard skin</b>	<b>100</b>
<b>No Comment</b>	<b>6</b>
<b>Bisexual (both sexes)</b>	<b>2</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>75</b>
<b>Other</b>	<b>2</b>
<b>Prefer not to say</b>	<b>15</b>
<b>Diabetic checks</b>	<b>140</b>
<b>No Comment</b>	<b>8</b>
<b>Bisexual (both sexes)</b>	<b>3</b>
<b>Gay (same sex)</b>	<b>1</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>103</b>
<b>Other</b>	<b>1</b>
<b>Prefer not to say</b>	<b>24</b>
<b>Nail Surgery</b>	<b>36</b>
<b>No Comment</b>	<b>3</b>
<b>Bisexual (both sexes)</b>	<b>2</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>24</b>
<b>Lesbian (same sex)</b>	<b>1</b>
<b>Other</b>	<b>1</b>
<b>Prefer not to say</b>	<b>5</b>
<b>No Comment</b>	<b>161</b>
<b>No Comment</b>	<b>8</b>
<b>Bisexual (both sexes)</b>	<b>6</b>
<b>Gay (same sex)</b>	<b>4</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>126</b>



<b>Other</b>	<b>1</b>
<b>Prefer not to say</b>	<b>16</b>
Toe nail cutting only	<b>275</b>
<b>No Comment</b>	<b>27</b>
<b>Bisexual (both sexes)</b>	<b>5</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>196</b>
<b>Prefer not to say</b>	<b>47</b>
Wound Care	<b>32</b>
<b>Heterosexual/straight (opposite sex)</b>	<b>26</b>
<b>Other</b>	<b>2</b>
<b>Prefer not to say</b>	<b>4</b>
Grand Total	<b>818</b>