



User Perception of the Personal Independence Coordinator Service

June 2018

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1 Introduction

This report documents the results of a survey by Healthwatch Croydon of users of Personal Independence Coordinators, or PICs, in Croydon and their experience of the service. PICs is an output of the One Croydon Alliance of NHS providers, Croydon Council and Age UK Croydon.

1.1 Organisational Background and Involvement with PICs

Six organisations formed an alliance of health and social care providers and commissioners, under the **One Croydon Alliance Agreement**. These organisations are:

- Croydon Council
- Croydon Health Services NHS Trust
- Croydon GP Collaborative
- Age UK Croydon
- South London and Maudsley NHS Foundation Trust and
- NHS Croydon Clinical Commissioning Group.

These organisations entered into an alliance agreement for the delivery of health and social care to over 65s in Croydon on 1 April 2017. This Agreement was for a term of one year (Transition Year) with an option to extend; On 29 March 2018, the Alliance partners signed an agreement to extend this arrangement for a further nine years.

PICs are a key component of the **Integrated Community Networks Programme (ICN)** of the Alliance. The ICN Programme is comprised of the following features:

- **Huddles** (proactive weekly or fortnightly case management by multi-agency team working from GP practices);
- **Complex Care Support Service** (specialist support for issues such as mental health and frailty and support for care homes);
- **My Life Plan** (Co-ordinate My Care - shared care plan);
- **Personal Independence Coordinators (PICs)** - person centred support for non-medical issues) and
- **Active and Supportive Communities** (people and communities as assets).

These were referred to as models of care by the Croydon CCG in their report Patient and Public Engagement in Croydon 2015-16 Outcomes Based Commissioning: Five Models of Care.¹

A key aim is to engage, empower and build-up the Huddles so they are responsive, timely and flexible to individual needs. Care will be organised around the

¹ See page 31 in <http://www.croydonccg.nhs.uk/get-involved/Documents/Patient%20and%20Public%20Engagement%20in%20Croydon%202015-16-%20final.pdf>

individual, breaking down the boundaries between health and social care and the voluntary and community sector, and between formal and informal support.

Huddles will focus on:

- Preventing Hospital admissions
- Focusing on high risk and need e.g. people who have more than one long term condition (initially) and
- Enabling individuals to support their own health and independence.

1.2 Personal Independence Coordinators (PICs)

Personal Independence Coordinators (PICs) are key components of the ICN programme. The PICs are a member of the core ICN team and are independent of health and social care services; they work intensively with people with long term conditions. Initial data shows an increasing trend in the number of guided conversations and the proportion of people meeting their goals.

PICs have the following features:

- Each PIC is a member of the core ICN team, bringing together the voluntary and community sector and health and care organisations to support people predominantly over 65.
- Independent of social services and the NHS, and not part of the person's family; and
- Works intensively with people with long term conditions and those with social, emotional and/or financial needs who would benefit from such engagement.

Initially implemented in two and at the time of this survey five ICNs, the PIC concept is intended to extend to all six ICNs in Croydon by March 2018.

1.3 National Background

The PIC concept was introduced by Age UK based on work carried out by the World Health Organisation. The trial and introduction of PICs has been phased nationally, the original timeline shown below being very nearly followed on time. Croydon is in Phase three.

Phase one (2013)	Cornwall
Phase two (2015)	Portsmouth, North Tyneside, Ashford and Canterbury, East Lancashire, Blackburn with Darwen, Redbridge, Barking and Havering, Sheffield, Guildford and Waverley

Phase three (2017)	South Gloucestershire, North Kent, South Kent, Croydon and Northamptonshire.
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1.4 Healthwatch Croydon

Healthwatch Croydon is the consumer champion for users of health and social care services. Our purpose is to listen to and understand the needs, experiences and concerns of people who use health and social care services in Croydon. We support patients, residents, and service users to voice their views and opinions on services. Healthwatch Croydon works to get the best out of health and social care services by responding to the voice of local people.

2 Acknowledgements

The questionnaire used in this survey was devised by a panel of volunteers of Healthwatch Croydon. Much thought was put into this and the effort of the panel is gratefully acknowledged. The survey results were tabulated by Darren Morgan.

Analysis and interpretation of the results, and the final form of the report was completed by Healthwatch Croydon volunteers Pat Knight and Tariq Salim, who were part of the panel, with input from Healthwatch Croydon CEO Jai Jayaraman.

From outside of Healthwatch, Rehan Qureshi and latterly Dawn Richardson of provided initial background data on the One Croydon Alliance's perspective. Dee Bushell of Age UK made comments on some question wordings at a late panel meeting and they also made use of their database of PIC clients to send survey questionnaires.

Many thanks for their valuable help.

3 Survey Objectives

In November 2017, the One Croydon user group requested Healthwatch Croydon to carry out a survey of the PICs clients to obtain their view on their engagement with the PICS and the benefits they had experienced as a result. This is the resultant report.

This survey is part of our task as information gatherers on the community's behalf. The use of PICs is a new initiative, one which potentially has significant benefits. We want to know whether these benefits are realised. The user's own report of experience with PICs is a key source for this.

The survey intended to determine user perception of PICs, and how they affected user physical and mental health circumstances, and overall feelings of wellbeing. Particular examples of data the survey sought to identify include the following as related to the impact of PICs:

- Client perception of impact on hospitalisation rates
- Changes to perception of health and wellbeing
- How PIC interaction frequency related to the various measures.

It is to be noted that this survey was not designed to measure changes over time; it is a snapshot of user perception at a point in time.

This information will be fed back to the One Croydon Alliance. They may use this to correct problems and make changes to the way this new service works in the light of the experiences reported. In future, this information may form a basis for comparing how the scheme works as time passes.

4 Methodology

A number of methodologies for conducting the survey were considered, including focus groups, personal visits, telephone interviews and questionnaires. The questionnaire approach was decided upon as it offered the following benefits.

- The ability to reach a larger sample size;
- Logistical ease in terms of dealing with data protection and safeguarding issues and accessing the client group; and
- More controlled process.

Ideally, the questionnaire approach would have been complimented with focus groups to provide richer experiential information but given time constraints this was not possible. The questions for the survey were constructed iteratively by Healthwatch Croydon volunteers with some input from Age UK Croydon. Questionnaires were provided to the One Croydon Alliance for distribution, to avoid data protection issues. Age UK provided the incentive of a £100 Sainsbury's voucher to a randomly chosen respondent. A total of 279 surveys forms were distributed and 84 replies received within the cut-off date for analysis which represented a 30% response rate.

5 Conclusions

A number of salient points come out of this survey. In particular, the following can be said.

- The PIC Service was well received by its users and they are broadly satisfied or very satisfied with its working.
- An expected conclusion is that satisfaction across some dimensions increased as PIC contact frequency increased.
- It is not possible to infer that hospital usage is reduced. This being a significant objective for the One Croydon Alliance, other research is required to determine the impact of PICs here. Such research would involve a control group of those not engaging with PICs to enable comparisons.
- Further surveys at annual intervals will enable the impact of PICs over time to be evaluated. This would allow, for example, assessment of whether changes to the quality of life of service users are sustained.

6 Survey Analysis

The response to the survey consisted of 84 PICs clients out of 279 questionnaires sent, a 30% response. This excellent response provides a sufficiently representative sample to enable fair confidence that the views of PICs clients across the borough are represented here. Care also has to be taken in that there may be some self-selection here but given the response rate this effect will be small.

Respondents variously omitted to answer some questions. Please note the percentage figures quoted here exclude the percent of 'not stated'.

For ease of understanding, the questions are analysed below in groups, reflecting the themes covered in the questionnaire. These are as follows, the last being left open for clients.

- Group A: Frequency of contact (Q1, Q10)
- Group B: Client engagement (Q2, Q3, Q4)
- Group C: Benefits for clients (Q5, Q6, Q7, Q8, Q9)
- Group D: Suggestions and freeform comments (Q11, Q12)

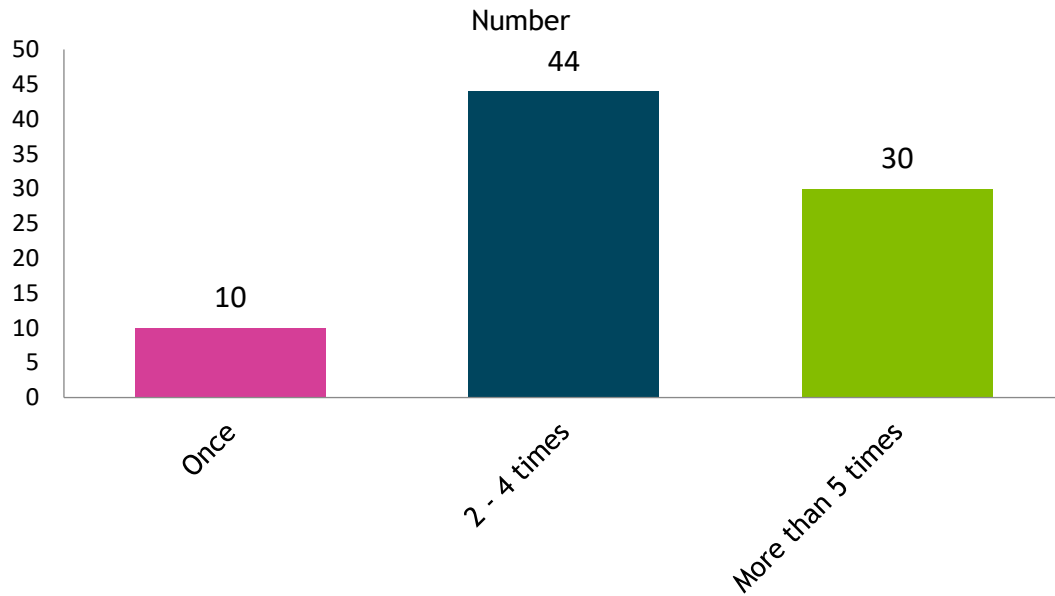
The first question of the survey requested information on the number of times that the respondent had seen their PIC. In the analysis below, the perception of PICs clients on various criteria has subsequently been cross tabulated against the frequency of exposure to the PIC to provide added insight.

These cross-tabulations combine where appropriate the 'Definitely agree' and 'Mostly agree' numbers, and sometimes also show the one or more of the disaggregated columns as well.

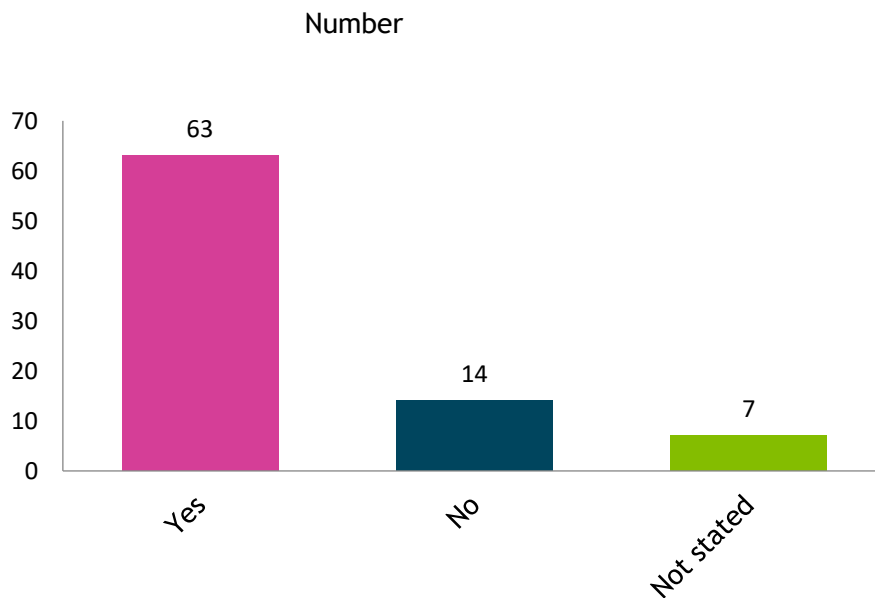
All free form comments are included in Appendix 8.1, and graphs for all the numbers are included pictorially in Appendix 8.2.

6.1 Group A: Frequency of PIC Contact (Q1, Q10)

Q1. Approximately how many times have you met with your PIC?



Q10. Were you able to meet with your PIC as often as you would like?



Respondent Category	Number	Replied Yes	Replied No	Not stated
All	84	63 (75%)	14 (17%)	0
Saw PIC once	10	4 (40%)	2 (20%)	4 (40%)
Saw PIC 2-4 times	44	35 (79%)	6 (14%)	3 (7%)
Saw PIC 5+ times	30	24 (80%)	6 (20%)	0

Though the figures for clients seeing PICs only once are small, the responses unsurprisingly indicate that clients seeing PICs two or more times were more likely to feel that had spent sufficient time with their PIC.

6.2 Group B: Clients' Engagement with PICs (Q2, Q3, Q4)

Q2: I felt my PIC has been good at listening to me

Respondent Category	Number	Definitely agreed	Mostly agreed	Mostly disagreed	Disagreed
All	84	68 (81%)	16 (19%)	0	0
saw their PIC once	10	8 (80%)	2 (20%)	0	0
saw the PIC 2-4 times	44	35 (80%)	9 (20%)	0	0
saw their PIC 5+ times	30	25 (83%)	5 (17%)	0	0

This response illustrates that most respondents felt listened to by PICs. In all categories the 'definitely' agree response was 80%; to 83%. Clients who saw their PIC more than five times were marginally more satisfied with this aspect of their engagement.

Q3: My wishes were considered during my engagement with my PIC

Respondent Category	Number	Definitely agreed	Mostly agreed	Mostly disagreed	Disagreed	Not stated
All	84	60 (72%)	23 (27%)	1 (1%)	0	0
saw their PIC once	10	6 (60%)	3 (30%)	1 (10%)	0	0
saw the PIC 2-4 times	44	32 (73%)	12 (27%)	0	0	0
saw their PIC 5+ times	30	22 (73%)	8 (27%)	0	0	0

There was also a high level of client satisfaction in this area, more so with clients who saw their PIC more than once, perhaps illustrating the value of continuity.

There were no appreciable differences in the experience of clients who saw their PIC 2-4 times or 5+ times.

Q4: I was given a choice to involve my relatives/carers in my engagement with my PIC

Respondent Category	Number	Definitely agreed	Mostly agreed	Mostly disagreed	Disagreed	Not stated
All	84	58 (69%)	14 (17%)	5 (6%)	3 (3%)	4 (5%)
saw their PIC once	10	6 (60%)	2 (20%)	1 (10%)	0	1(10%)
saw the PIC 2-4 times	44	32 (72%)	6 (14%)	1(2%)	3 (7%)	2 (5%)
saw their PIC 5+ times	30	20 (67%)	6 (20%)	3 (10%)	0	1 (3%)

There was also a large positive response (86%) to this question.

However, 14% did not agree, and it may be that it is sometimes difficult for relatives and carers, to be present at meetings between PICs and clients.

6.3 Group C: Benefits for clients (Q5, Q6, Q7, Q8, Q9)

Q5: Do you think your quality of life has improved as a result of your engagement with your PIC?

Respondent Category	Number	Yes, significantly	Yes, a little	No improvement	No, it's worse	Not stated
All	84	30 (36%)	42 (50%)	9 (11%)	0	3 (2%)
saw their PIC once	10	3 (30%)	4 (40%)	1 (10%)	0	2(20%)
saw the PIC 2-4 times	44	14 (32%)	24(55%)	5 (11%)	0	1 (2%)
saw their PIC 5+ times	30	13 (43%)	14(47%)	3 (10%)	0	0

In total, 36% of client's quality of life improved significantly as a result of their interaction with the PICs and 50% improved a little. The most beneficial results were achieved by the group who saw their PIC more than 5 times. The longer the interaction with the PIC the better the outcome for the client.

Q6: If not, what do you think was the reason for this?

There were 15 responses to this question: 18% of all respondents.

- In two cases the clients had been recommended exercise classes but had found it difficult to continue with these due to medical conditions such as arthritis.
- In other cases, PICs suggestions had not been able to be followed up due to clients' health conditions.
- One client was unhappy that the PIC had not been able to organise a taxi card.

However, the great majority of clients felt that it was not the PICs service but the severity of their health conditions that was responsible for any deterioration in quality of life. As one commented

- "PICs are 'unable to work miracles'" and "although my health has deteriorated, no PIC can help that."

Five were positive examples (despite the wording of Q6):

- "Did all my paperwork, did an excellent job by taking to me etc."
- "Looking into help from social services."
- "Given me new ideas."
- "They were very professional."
- "My problems are physical. I enjoyed our meetings, but they cannot help with this."

Q7: I feel more informed after meeting with my PIC

Respondent Category	Number	Definitely agreed	Mostly agreed	Mostly disagreed	Disagreed	Not stated
All	84	50 (59%)	27 (32%)	4 (5%)	0	3 (4%)
saw PIC once	10	5 (50%)	3 (30%)	1 (10%)	0	1 (10%)
saw PIC 2-4 times	44	28 (64%)	13 (30%)	2 (4%)	0	1 (2%)
saw PIC 5+ times	30	17 (57%)	11 (37%)	1 (3%)	0	1 (3%)

The majority of clients felt better informed; overall 59% definitely agreed with this statement. Clients who saw their PIC more than 2 times were better informed than those who saw their PIC once.

Q8: My PIC has helped me to live independently

Respondent Category	Numbers	Definitely agreed	Mostly agreed	Mostly disagreed	Disagreed	Not stated
All	84	28 (33%)	38 (45%)	10 (12%)	3 (4%)	5 (6%)
saw PIC once	10	3 (30%)	3 (30%)	1 (10%)	0	3 (30%)
saw PIC 2-4 times	44	14 (32%)	20 (45%)	7 (16%)	1 (2%)	2 (5%)
saw PIC 5+ times	30	11 (36%)	15 (50%)	2 (7%)	2 (7%)	0

The majority of clients have been able to live more independently as a result of their interaction with their PIC. Benefits to clients in this respect increased in proportion to the number of times they saw their PIC.

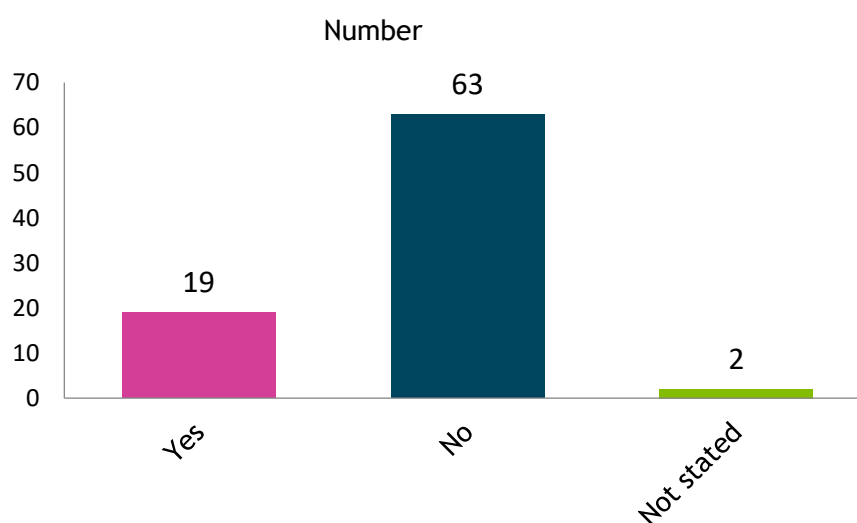
Of these responses, 33% strongly agreed with this statement, indicating significant improvements in independent living; 45% reported that they did experience some improvement.

Sixteen percent of those surveyed felt that the PIC had not helped them to live more independently.

As one client commented:

- “The PICs cannot work miracles.”

Q9. During or since your engagement with your PIC, have you been admitted to hospital



Respondent Category	Number	Yes	No	Not stated
All	84	19 (75%)	63 (23%)	2 (2%)
saw PIC once	1	1 (10%)	8 (80%)	1 (10%)
saw PIC 2-4 times	44	7 (16%)	36 (82%)	1 (2%)
saw PIC 5+ times	30	10 (37%)	19 (63%)	0

A primary aim of the PICs initiative is to reduce hospital re-admissions. There appears to be no substantive difference in hospital admissions for clients who saw their PICs up to 4 times. The number of hospital admissions increased for the group who saw their PIC more than 5 times. The following insights are of particular interest:

- We cannot draw any conclusions as to whether the PIC scheme results in less hospital visits than if there wasn't a PIC scheme. To assess this, we would need a control group to compare with.
- However, our data does suggest that there is no correlation between increasing the number of PIC visits and decreasing visits to hospital. This may reflect the greater severity of these clients' health conditions and therefore the requirement for the PIC to devote more time to these clients.

6.4 Group D: Freeform Comments Analysis (Q11, Q12)

Q11: How do you think the service provided by your PIC could be improved?

There were 42 responses to this question, 50% of the total, with 26 replies (62%) indicated that no improvement was needed:

- "She is extremely helpful, and I don't think it could be improved."
- "I would like this service extended to more people in Croydon."
- "Top marks to my PIC. The service provided was excellent."
- "She was a star."

There were 16 clients (38%) suggested improvements with seven clients stating they would like more visits/more time with their PIC.

- "They should call more often."
- "Possibly a longer time commitment for those who need more support."

- “More time with clients, because if you have mobility problems you can be lonely.”

Two clients wanted more resources/funding to be put into the scheme and two clients suggested more PICs should be recruited.

In three cases there had been problems with contacting the service and continuity of the service when a PIC left:

- “When our last PIC left us, it was said that someone else would take over. My daughter texted this person twice while I was in hospital and never got a reply.”

One client said they would have liked more local information.

The responses illustrate that the majority of clients were happy with the PICs service and did not identify any improvements to the service.

Almost all the improvements identified were not critical of the PICs; as indicated by the 11 clients who wanted more visits, more time, more resources and more PICs. This illustrates the extent to which the PICs are valued by their clients.

There may be a need to improve communications between the client and the PICs service and facilitate continuity of service.

Q12: Please add any other comments

There were 41 responses to this question, 49% of the total responses. Within those who responded 34 gave positive responses, which equalled to 83%:

- “I was always pleased to see her. Such a nice lady.”
- “Very good efficient service that is very long overdue. Informative and very helpful coordinator. Achieved in the course of two appointments what has taken me before a lot of difficulty to receive any useful help.”
- “After losing my wife in 2014 and my grandson in 2015, I was feeling pretty down and really flat, I didn’t want to see or speak to anyone. 2017, along comes PIC and things start to change, and they did and what a difference. I am going to miss seeing you.”
- “The benefit to me is enormous. I no longer obsess about my illness and am back to enjoying life.”
- “As I have my wife caring for me at home I only saw my PIC a few times ... She was very knowledgeable and empathetic and gave me some good advice on coping with my treatment. Great service.”

The PICs had helped in the following various ways:

- Obtained Attendance Allowance for one client
- Introduced another to the Age UK Readers’ Group; and
- Arranged carers

Seven replies were negative, equalling to 17% of the responses received:

- “I was concerned that the PIC had access to my private and confidential medical records without my consent.”
- “I now realise I have signed several documents without reading and knowing their content.”

Three referred to not seeing their PIC a sufficient number of times (see Q 11):

- “I was told I was allowed 12 visits, but I have had only eight. I don’t think this is fair as I do meet (the criteria) for the 12 as was stated originally.”

The answers to this question are a further illustration of the value the PICs add to their clients’ wellbeing.

7 References

NHS Croydon Clinical Commissioning Group (2016): *Patient and Public Engagement in Croydon 2015-16* which can be accessed at <http://www.croydonccg.nhs.uk/get-involved/Documents/Patient%20and%20Public%20Engagement%20in%20Croydon%202015-16-%20final.pdf>

References accessed on 28 June 2018.

8 Appendices

8.1 Full Client Comments (Q6, Q11, Q12)

These comments are included “as is” without emendation.

Client	Textual Comments		
	Q6 (re Q5)	Q11	Q12
1		They should call more often to see the patient - how they are, and if they needed more help.	
2			
3		My PICs service is up to the standard and helpful. No negative comments.	I am still waiting for my MRI scan result since 25/01/18. I would like to get proper treatment/referral to the specialist ASAP.
4		She was extremely helpful and I don't think it could be improved.	
5		You need more to look after old people most of all.	Patients that work all your life get less care in all they try.
6			I was always pleased to see her, such a nice lady.
7		Just by having more resources available so that they can meet with clients more often.	Very good efficient service that is very long overdue. Informative and very helpful co-ordinator. Achieved in the course of two appointments, what has taken me before the appointments a lopt of difficulty to receive any useful help.
8		I have been very pleased with the service I have received from my co-ordinator and colleagues. I would like this service extended so more people in Croydon would benefit.	My thanks that I was given the chance to take part in this PIC scheme.
9		Possibly a longer time commitment for those who need more support after the initial three months.	It's a good idea and I hope it can be developed as a valuable adjunct to established social services and provide help for people in need.
10			
11			
12			
13	Given me new ideas.		Everything is right - nice lady, talks nice, listens to me.
14		Top marks to my PIC. The service provided was excellent. This is why I had to write a little note to my PIC.	After losing my wife in September 2014 and November 2015 my grandson passed away he was just 38. I

			was feeling pretty down and I was really flat, didn't want to see or speak to anyone. 2017 along comes PIC and things start to change and they did, and what a difference. I am going to miss seeing you.
15		By giving all 12 visits as stated in the first place.	I was told I was allowed 12 visits but I have only been allowed 8 visits. I don't think it is fair to do that as I do need the 12 as was stated to me originally.
16		Contact details more evident.	Very polite and informative service. Thanks.
17		Well done! I am very much happy with the service my PIC provided for me. Many, many thanks!!	
18			
19		I am answering this questionnaire on behalf of my elderly mother. We have only just started to use this service so it's difficult to answer at the moment. So far we are happy how things have gone.	
20			
21			I am concerned and upset that the PIC had access to my private and confidential medical records without my consent before our meetings. I now realise that I have signed several documents without reading and knowing the content of the documents. I now, hereby rescind all documents signed and withdraw all authority given at my meeting with the PIC and respectfully request your written confirmation that the PIC and your organisation will have no interest in me or my medical records.
22	Did all my paperwork. He had done an excellent job by talking to me etc.	To help more people.	He has done a very good job.
23		I thought the service was excellent.	I am not sure why I was selected to have a PIC? As I did not apply.
24		More time with clients, because if you have mobility problems you can be lonely, especially in the winter. Confidence is also an issue.	I found the service very beneficial, because when I came out of hospital I was alone. This was after I had had a very busy life looking

			after my mother and husband. I also and, still have, a lot of medical issues, including mobility. The service gave me more confidence and I will now go on a train again.
25			
26			I would like my PIC to visit more often.
27		The service I received was specific for my requirements/needs so I am not able to say if there is any room for improvement in other areas of the service.	I feel very lucky to have had the opportunity to have been allocated a PIC. The benefit to me is enormous. I no longer obsess about my illness and am back enjoying life. This has meant no admission to hospital and only one visit to the GP (unrelated to my main issues).
28			
29			It was a good and positive experience. My PIC was very helpful.
30			
31	Unable to perform a miracle.		
32			
33			
34		More visits!	
35		It was good enough.	
36			They helped me to get a blue badge for my car. Thankyou.
37	He was very professional. However what he was offering was not received, but he's looking into help for me with social services.		
38		Please is an excellent initiative and should be developed by greater provision of services (eg nail/hair cutting).	We found our sessions with X both supportive and informative, it would be good to take ongoing meetings with her. Thank you for advice and assistance in applying for Attendance Allowance.
39			
40			
41			We both found X extremely helpful and the results discussed at her visit proved most helpful, she got results.
42	No action was taken or required after the visits. I did not ask for any help.		Although I haven't yet asked for any help from my PIC, I know that it is available if I should require it, which is reassuring.

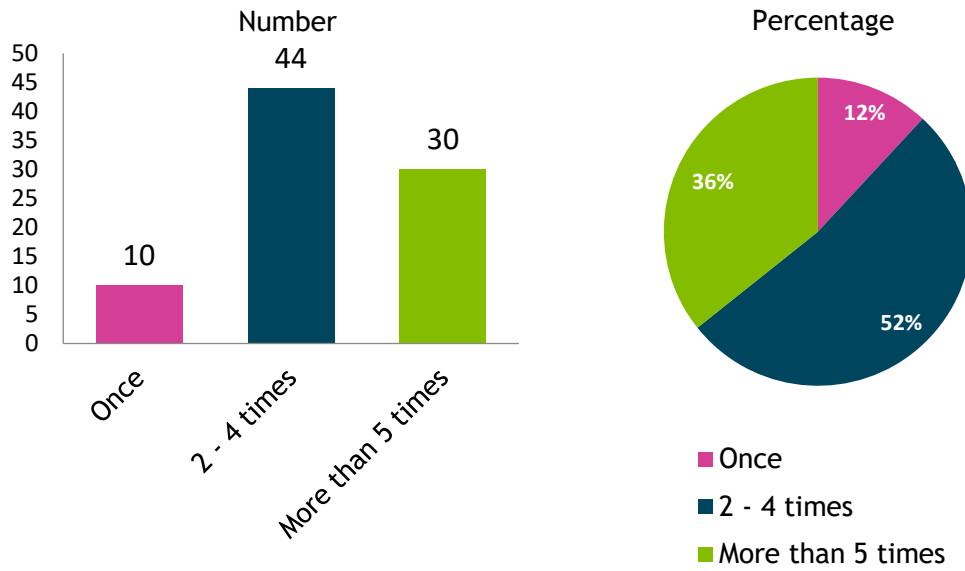
43		When our last PIC left us said someone else would take over, however my daughter texted this person twice while I was in hospital and never got a reply. Get someone to continue PIC support when colleague leaves.	We had a lovely lady called X helped myself and daughter while I was very ill. Without her support we would have been in a worse situation. Since X left we have not had contact with anyone from the PIC team. We miss X as she shlped us through a difficult time. Thankfully I am slowly on the mend.
44		I don't.	It makes you feel so much better.
45		When someone leaves continue the support as PIC left us and was told this would continue, however this did not happen.	The support we received from PIC a lady called X was lovely as helped my mother during a very bad time. Health wise at the time I did know what to do. X was my rock, and I know we miss her. Thankfully my mother is a lot better with support from, the hospital and daughter.
46			My PIC was excellent and most helpful.
47			
48		Right as it is.	
49	Mostly though mny health has deteriorated but no PIC can help that!		X was the PIC concerned. He was attentive and helpful and a good listener who delivered on all elements that he said he would.
50			
51		I was quite happy with my service as I have good family + friends support. Also because I do some voluntary work when I am able I have plenty of contact.	The lady that came to see me was very pleasant and made sure to ask me if I needed any other help or advice.
52	My problems are physical - ageing/palaplegia. I enjoyed our meetings but they cannot help with this.	I think the service is excellent for some people.	I was living and continue to live an independent life at home with my wife. We have no carers and have a good social network and belong to several organisations and get out quite a bit so needed to help in that direction. We always looked forward to our visits though.
53			It was helpful to chat with someone.
54	My personal family problem in the middle.	If they ring every week then they know their every-time problem.	
55		I did not take up all the suggestions that my case officer put forward. It all seemed quite flexible and I feel sure if I asked for	My case officer was X, just one of the things she did was to introduce me to the 'Readers Group' held in Age UK's offices. In my opinion

		something other that had been suggested my case officer would have helped me in the furtherance of it. I am very satisfied with the scope and presentations of these services.	Age UK are doing a great job in helping us old people, if nothing else they can flag up a problem that might have escaped the over-stretched GPs.
56			
57	Seen weight nurse at Farley Road. Problem identified - weight control - arthritis prevents too much activity. Recent problem with driving. This will be a major detriment to shopping or active social life. Various transport schemes for pensioners - at present paying £5 a time to go to Selsdon or Warlingham (each way).	More frequent contact needed to be any use with immediate problems. Do own shopping - help neighbours with car - probably coming to an end.	Fair social life as health and weather allow. Local church. WEA. The Arts Society/Lecture Outings. Holiday 2016 with Croydon Centre for Elderly, Sainsburys Selsdon.
58	I have only had my initial visit from the PIC, awaiting a further visit with support worker.		
59			
60			
61		Everything is so excellent and I am so very pleased to have someone so helpful as X, she is a star!	
62	I have an ongoing condition - polymyalgia.	Everything ongoing - need a lot for improvement.	
63		The service is very good.	
64		I was happy with the service I received so cannot find an answer to this question.	As I have my wife caring for me at home I only saw my PIC a few times. She was very helpful and caring. She was very knowledgeable and empathetic and gave me some good advice on coping after my treatment. Great service. Thankyou.
65			I feel fortunate, to have met the two ladies, who visited and helped with walking and socialising. Helpful + good ideas. Thank you so much.
66		Nothing at present.	Very pleased with my PIC.
67		More visits.	
68	I found exercises difficult to stick to		I am Mrs X's niece and have filled this form up on her

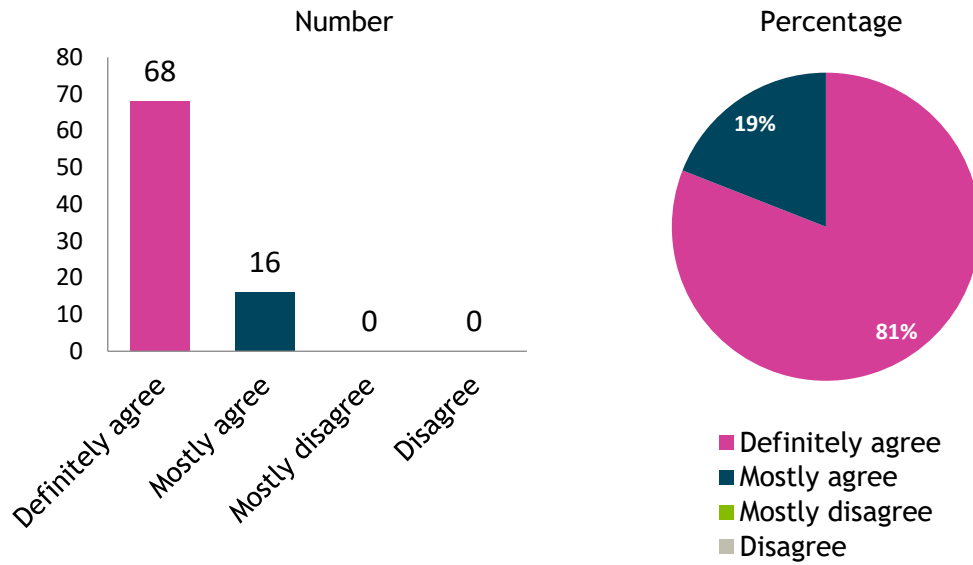
	and am reluctant to persevere (not the fault of the PIC).		behalf and with her permission. The opinions here are the own observations of my aunty whom I know to be very set in her ways. Unfortunately this does get in the way of her taking advantage of the services suggested to her by the PIC. Thankfully, carers are now in place twice a day (co-ordinated + facilitated by PIC). This has helped aunty and uncle immensely. I continue to monitor their situation.
69			
70		Happy with services.	
71		More paper work of after help groups.	
72		No improvement required.	
73			
74	My wish is which I wanted she could not provide help with a taxi service. As I am 78 years old I thought I would get help with my taxi as I struggle to walk.	I think it would be a good thing if they had more funding to help disabled people like myself.	The PIC person that I saw was nice and very understanding and helpful, but her hands were tied as she couldn't help me with the things I needed.
75	Because I have had periods of ill health and with consequence backlog of things needing my attention. Therefore I have been unable to follow up on suggestions given.		Just to add how pleasant and helpful my PIC has been. It was very enjoyable meeting such a pleasant person. I wish I could see more of her, particularly as my close friends have all died during the last few years and my deafness makes it difficult to join in large gatherings.
76			
77		As a first user of the service I find it very helpful.	At the moment I have no comments. Only grateful for the help.
78	Don't know.		Seeing PIC is not long enough.
79		Would like more visits, once a month is not enough.	
80		Maybe needed more local information. I did not have enough knowledge to make suggestions.	The help I received was good.
81			
82		Not aware of any improvement.	A very satisfying and rewarding experience.
83			
84			

8.2 All Graphs

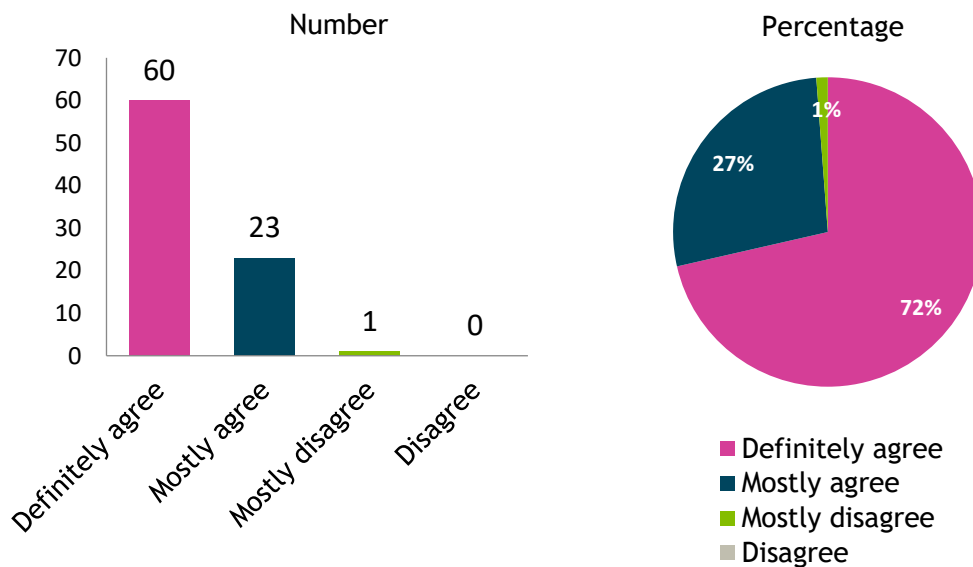
1. Approximately how many times have you met with your PIC?



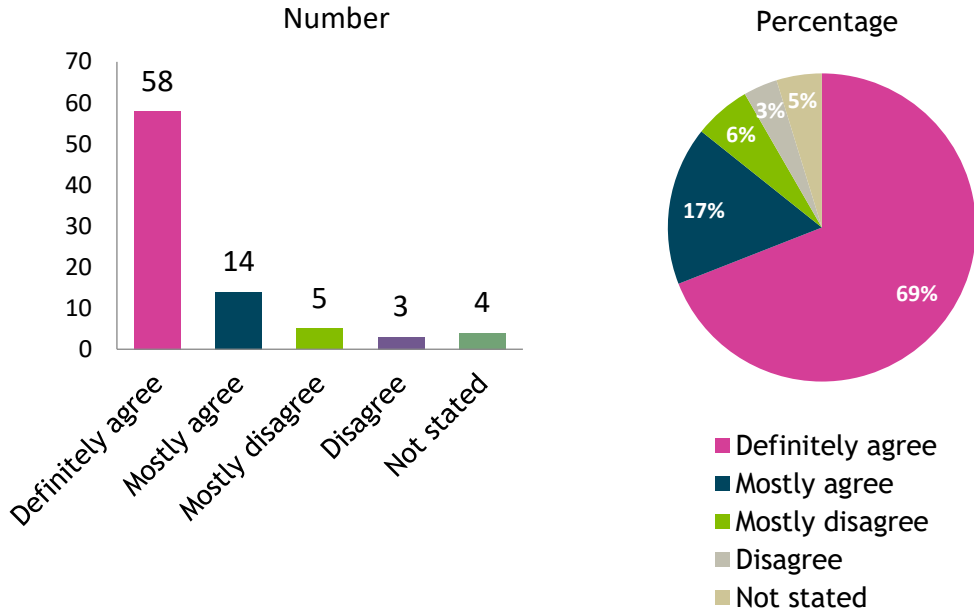
2. To what extent do you agree? I felt my PIC has been good at listening to me.



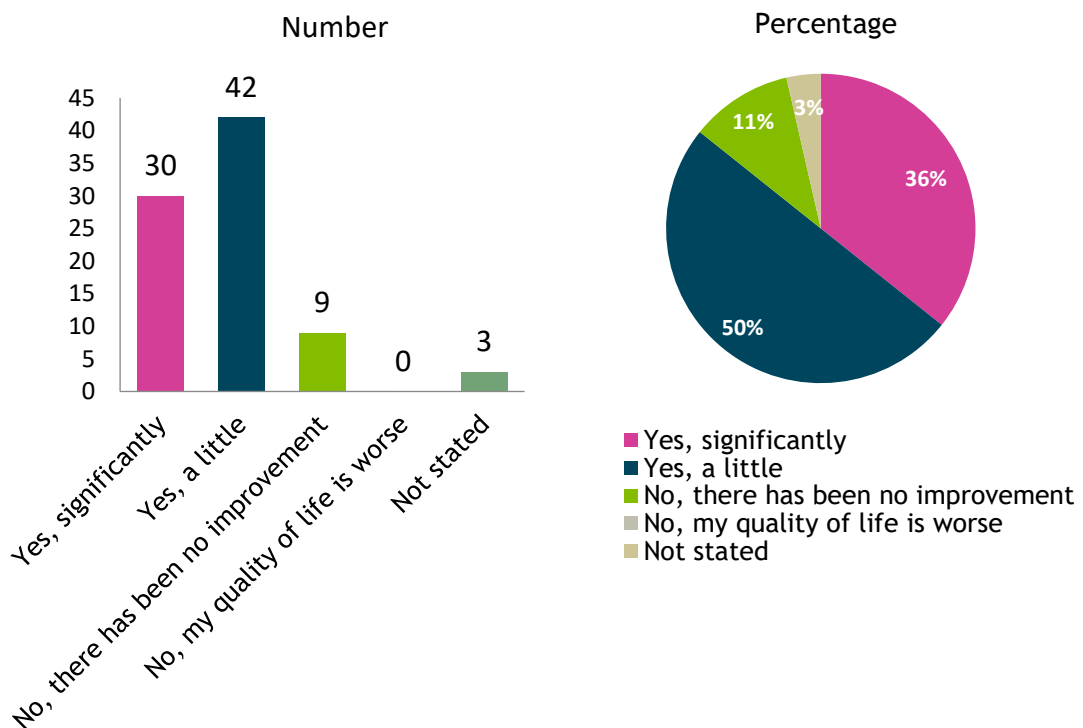
3. To what extent do you agree? My wishes were considered during my engagement with my PIC



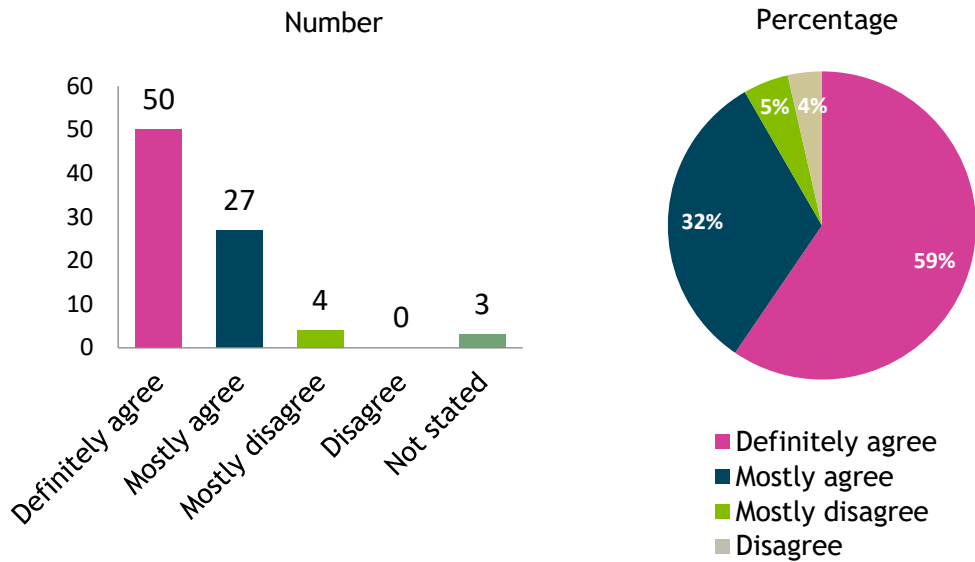
4. To what extent do you agree? I was given a choice to involve my relatives/carers in my engagement with my PIC.



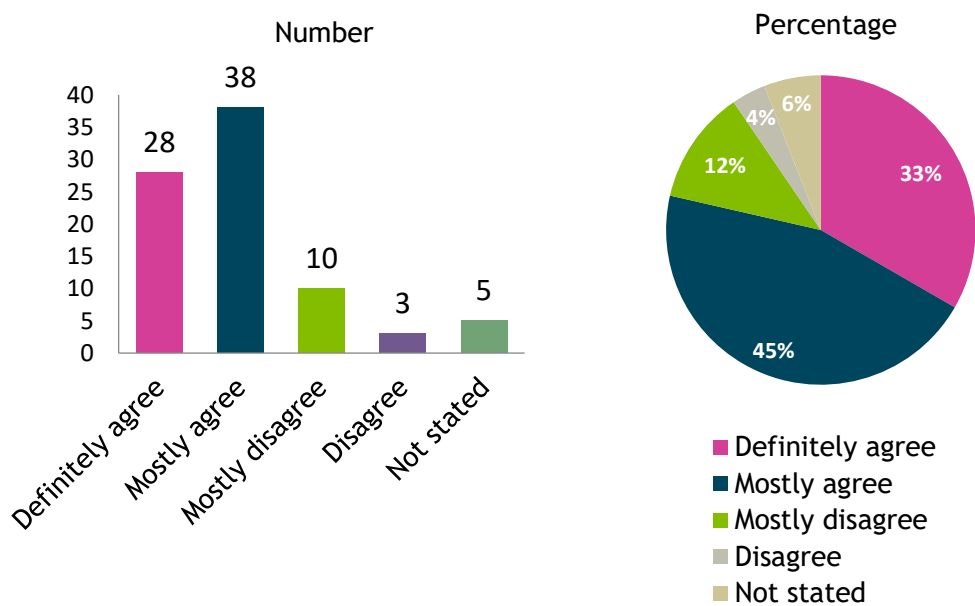
5. Do you think your quality of life has improved as a result of your engagement with your PIC?



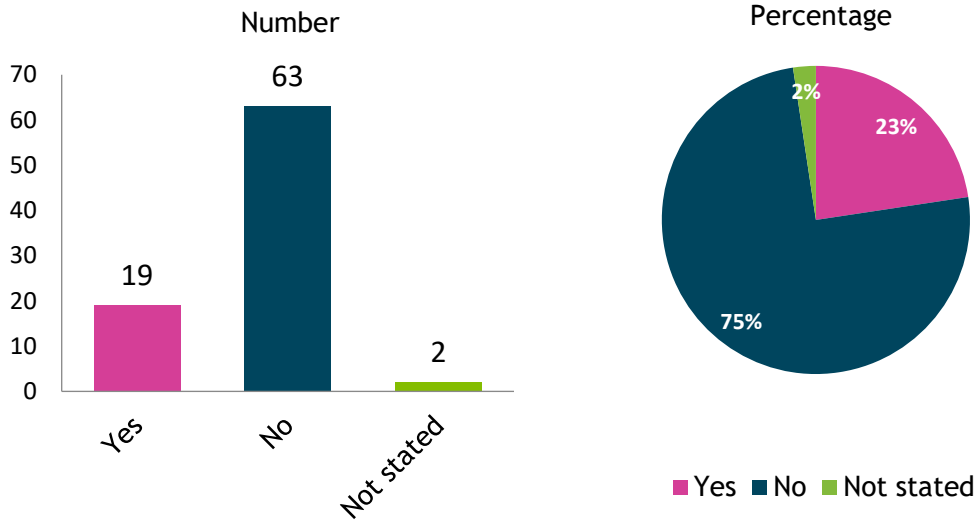
7. To what extent do you agree? I feel more informed after meeting with my PIC.



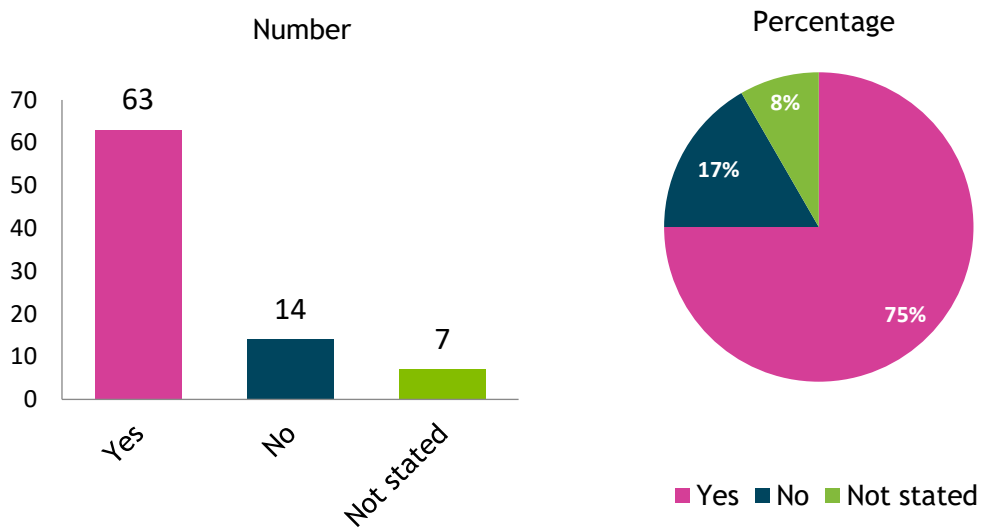
8. To what extent do you agree? My PIC has helped me to live independently.



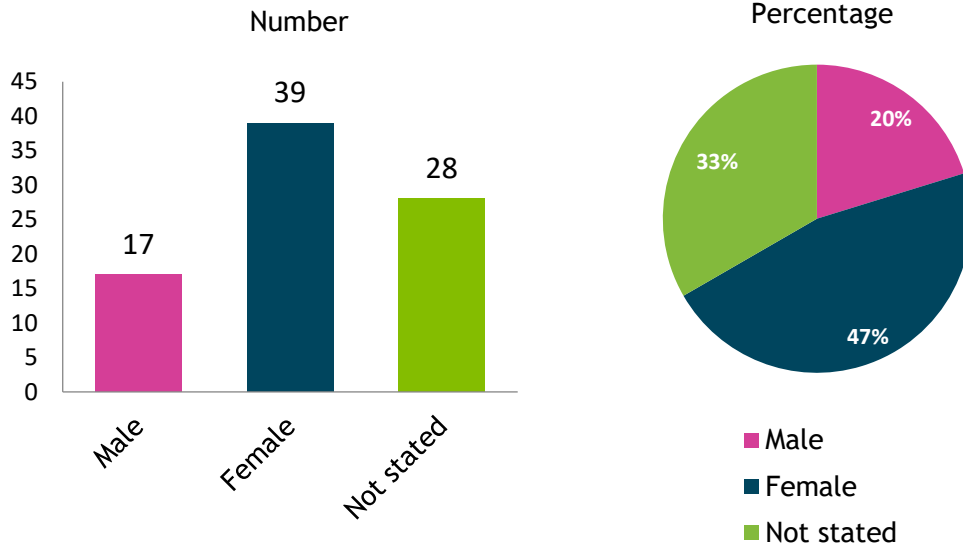
9. During or since your engagement with your PIC, have you been admitted to hospital?



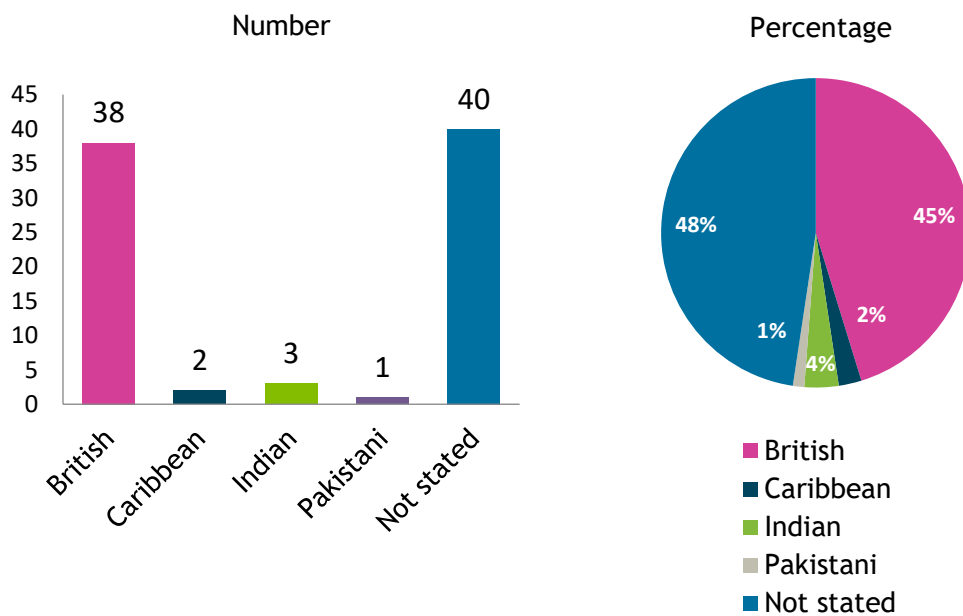
10. Were you able to meet with your PIC as often as you would like?



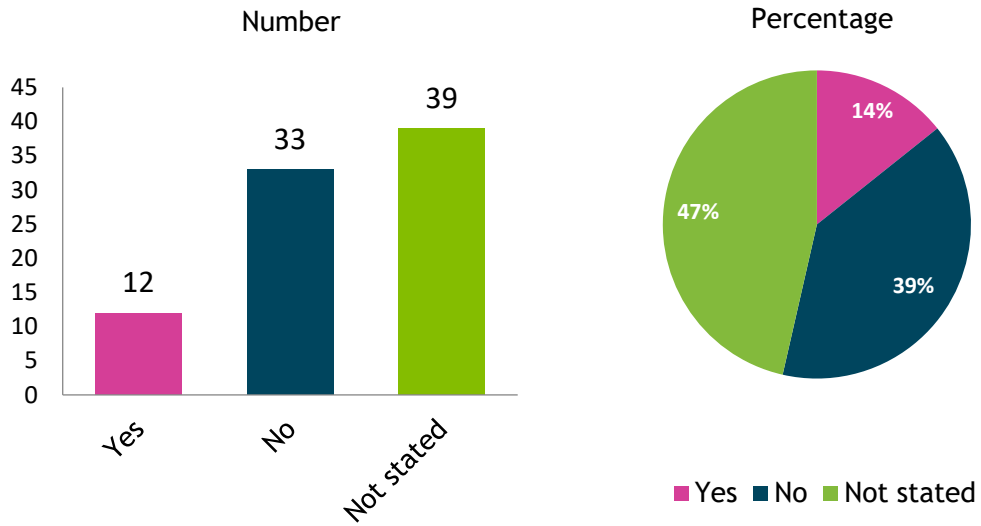
Monitoring Information: Gender



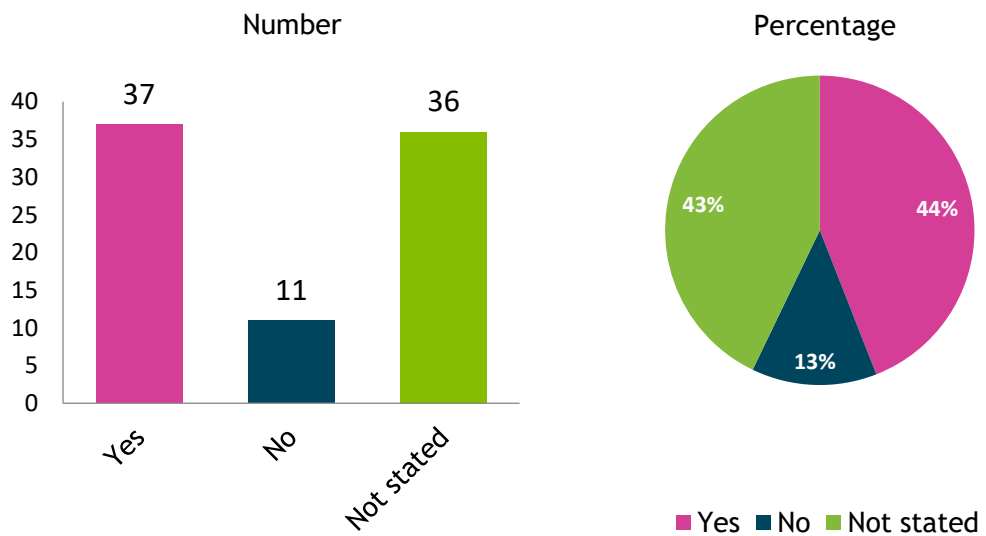
Monitoring Information: Ethnicity



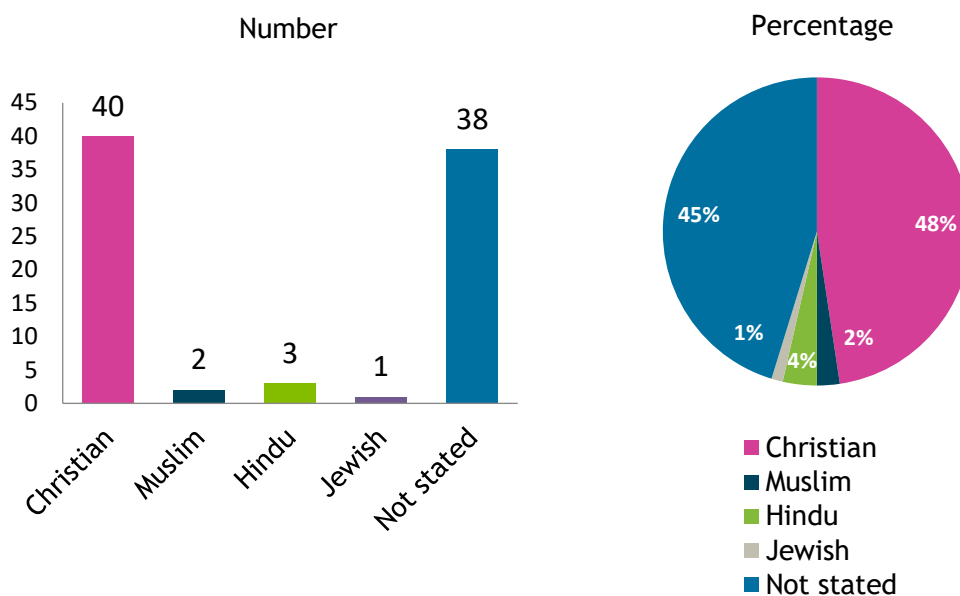
**Monitoring Information:
Carer?**



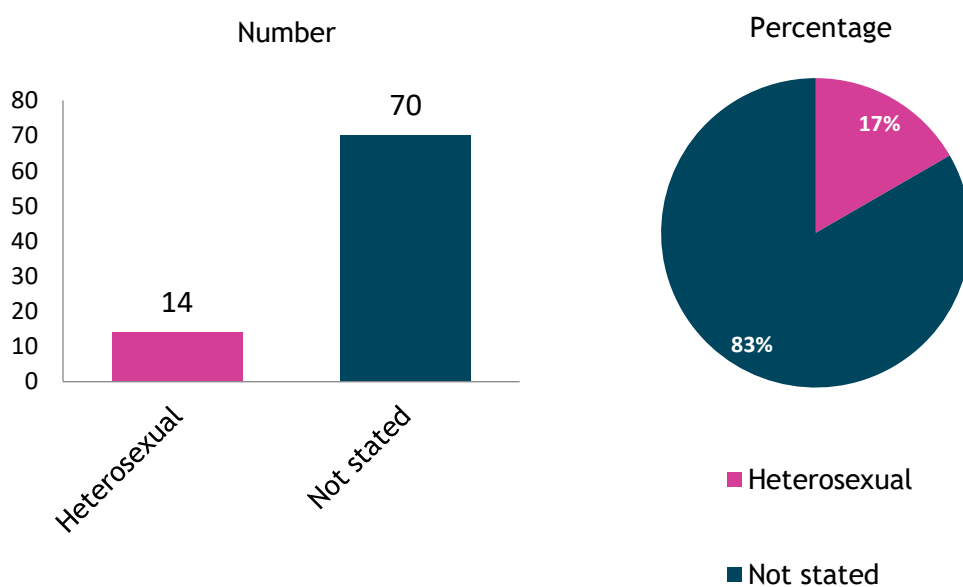
**Monitoring Information:
Disability?**



**Monitoring Information:
Religion**




**Monitoring Information:
Sexual Orientation**



8.3 Questionnaire

This appendix includes the Questionnaire as sent, and the accompanying covering letters from Healthwatch Croydon and from the One Croydon Alliance, also as sent.



Age UK Croydon / Personal Independence Coordinator (PIC) Client Experience Survey

This survey relates to the service you received from your Personal Independence Coordinator (PIC) from Age UK Croydon. Please complete and return in the **self addressed envelope** to Healthwatch Croydon. Please ensure that the survey is posted by the 28th February 2018. Many thanks for your help.

<p>1. Approximately how many times you have met with your PIC?</p> <p><input type="checkbox"/> Once <input type="checkbox"/> 2 – 4 times <input type="checkbox"/> More than 5 times</p> <hr/> <p>2. To what extent do you agree? I felt my PIC has been good at listening to me.</p> <p><input type="checkbox"/> Definitely agree <input type="checkbox"/> Mostly agree <input type="checkbox"/> Mostly disagree <input type="checkbox"/> Disagree</p> <hr/> <p>3. To what extent do you agree? My wishes were considered during my engagement with my PIC.</p> <p><input type="checkbox"/> Definitely agree <input type="checkbox"/> Mostly agree <input type="checkbox"/> Mostly disagree <input type="checkbox"/> Disagree</p>	<p>4. To what extent do you agree? I was given a choice to involve my relatives/ carers in my engagement with my PIC.</p> <p><input type="checkbox"/> Definitely agree <input type="checkbox"/> Mostly agree <input type="checkbox"/> Mostly disagree <input type="checkbox"/> Disagree</p> <hr/> <p>5. Do you think your quality of life has improved as a result of your engagement with your PIC?</p> <p><input type="checkbox"/> Yes, significantly <input type="checkbox"/> Yes, a little <input type="checkbox"/> No, there has been no improvement <input type="checkbox"/> No, my quality of life is worse</p> <hr/> <p>6. If no, what do you think was the reason for this?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
--	--

7. **To what extent do you agree?** I feel more informed after meeting with my PIC.

- Definitely agree
 Mostly agree
 Mostly disagree
 Disagree

8. **To what extent do you agree?** My PIC has helped me to live independently.

- Definitely agree
 Mostly agree
 Mostly disagree
 Disagree

9. **During or since your engagement with your PIC, have you been admitted to hospital?**

- Yes
 No

10. **Were you able to meet with your PIC as often as you would like?**

- Yes
 No

11. **How do you think the service provided by your PIC could be improved?** Please state below.

12. **Please add any other comments.**

Monitoring Information

Gender Male Female Other

Ethnicity

Carer Yes No Prefer not to say

Disability Yes No Prefer not to say

Religion Prefer not to say

Sexual Orientation Prefer not to say



Who We Are

Healthwatch Croydon is a charity that work on behalf of the public and patients of Croydon to get the best out of local health and social care services. We are an independent organisation and are not part of the council or the NHS.

The job of Healthwatch is to hold health and social services to account on your behalf. We gather the views of citizens in Croydon on the performance of the services such as Hospitals, GPs, Care Homes, Pharmacies and Opticians We have the powers by law to ask these bodies to respond, on behalf of the public.

From improving services today to helping shape better ones for tomorrow, we listen to your views and experiences and then try to influence decision-making using what we have heard.

Why We Are Doing This Survey

This survey is part of our role to gather information about patient experience. The use of Personal Independence Coordinators (PICs) is a new initiative, one which potentially has significant benefits. We want to know how you find the service and whether you feel you are getting benefit from it. This means that we need your views of your experience with PICs, since you and others like you are our main source for judging this.

We are asking service users involved in the PIC scheme to respond to this survey.

What We Are Trying To Find Out

We want to know how your experience of PICs went, and how it affected your overall feelings of wellbeing.

This information will be fed back to [One Croydon](#), the originators of the PIC initiative in Croydon. They will use this to correct problems, and make changes to the way this new service works in the light of the experiences reported by you and the other patients in this scheme.

What would we like you to do?

Please complete the attached questionnaire and return it to Healthwatch Croydon in the prepaid envelope. All answers will be treated completed confidentially. You are not required to give your name which means that nobody will be able to attribute your answers to you. **Please make sure that you post reply by the 28th of February 2018.**



12 February 2018
Dear Sir/Madam

**Independent Evaluation of
Personal Independence Coordinator (PIC) Service**

I am writing to you because you are one of the 350 people in Croydon who have received support from the new PIC service started a year ago.

We have asked Healthwatch Croydon to carry out an independent study of people's experience of receiving this service as we want to learn what works well and how we can make any improvements. Please find enclosed a message from Healthwatch Croydon.

What would we like you to do?

Please complete the attached questionnaire and return it to Healthwatch Croydon in the prepaid envelope. All answers will be treated completely confidentially. You are not required to give your name which means that nobody will be able to attribute your answers to you.

In appreciation for participating, you could win £100 in Sainsbury vouchers. For every questionnaire received by Friday, 2 March, we will enter their name into a draw and one lucky person will win these vouchers. Please add your name, address and telephone number to the entry form if you wish to enter the draw. This will be separated from your answers.

Please ensure that you post your reply by 28 February 2018.

Your feedback is valuable and I want to thank you for your support in helping us to improve the support you receive.

Yours sincerely



Kate Pierpoint
Chief Executive

Enclosed: Healthwatch Croydon covering message, Questionnaire,
Entry form for prize draw and prepaid envelope

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e aukc@ageukcroydon.org.uk
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