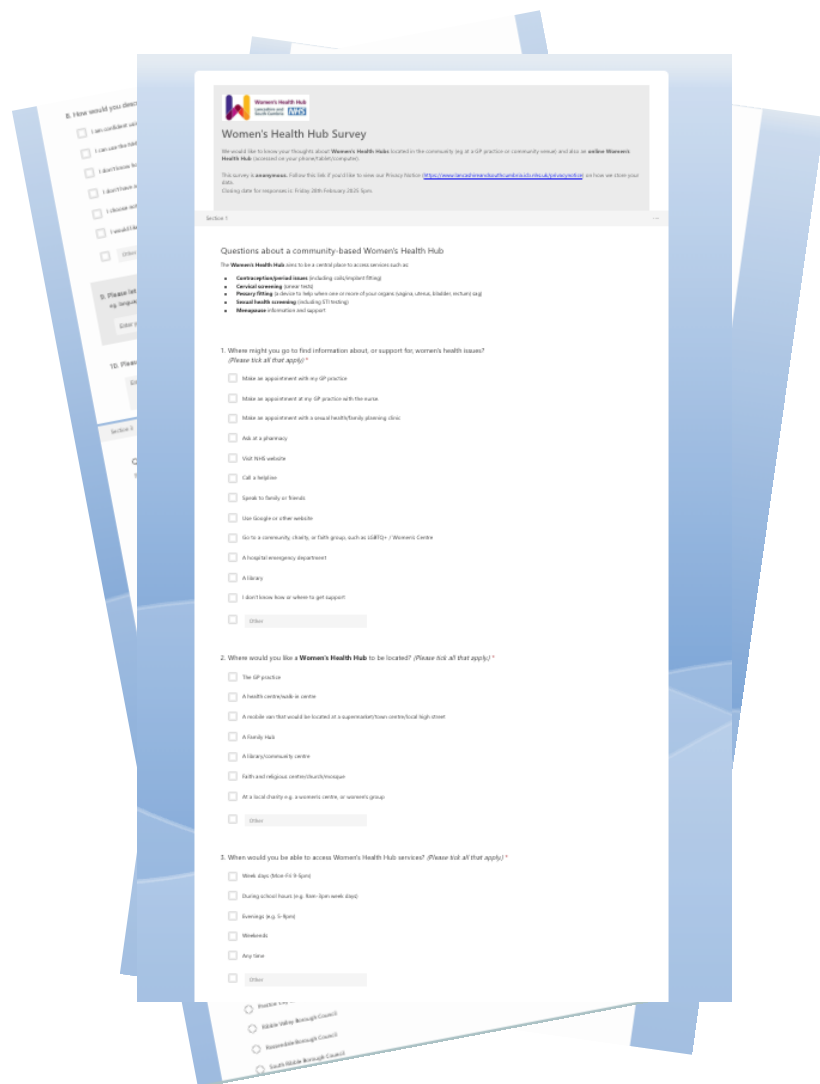


Summary of Women's Health Hub Online Survey Responses

March 2025



Survey created by the Lancashire & South Cumbria Integrated Care Board Women's Health Team

and
distributed/collated by
Lancashire Women

Online Survey Duration:
20th Jan – 28th Feb 2025

Total responses: 2484

The data collected and analysed to produce this report is held and managed by Lancashire Women. It has been gathered direct from survey participants, exclusively for the purpose of creating this report and will not be shared with third parties. As the Data Controller, Lancashire Women will store the data in accordance with applicable data protection laws and regulations, and ensure secure disposal once the data is no longer required.

LANCASHIRE WOMEN

Charity No: 1100976



We support over **6000 women** across Lancashire every year with our women-specific projects & services.

Who are we?



4 centres across Lancashire

(Accrington, Burnley, Blackpool & Preston)



Several outreach locations pan-Lancashire



Trauma-informed services across 4 core programme areas



99+ members of staff



130+ registered volunteers

Our Services

Mental Health & Wellbeing

From Talking Therapies to CBT - helping in all areas of mental health & wellbeing.

Employment Advice & Guidance

Supporting women in getting back into employment, education or training.

Money & Energy Advice

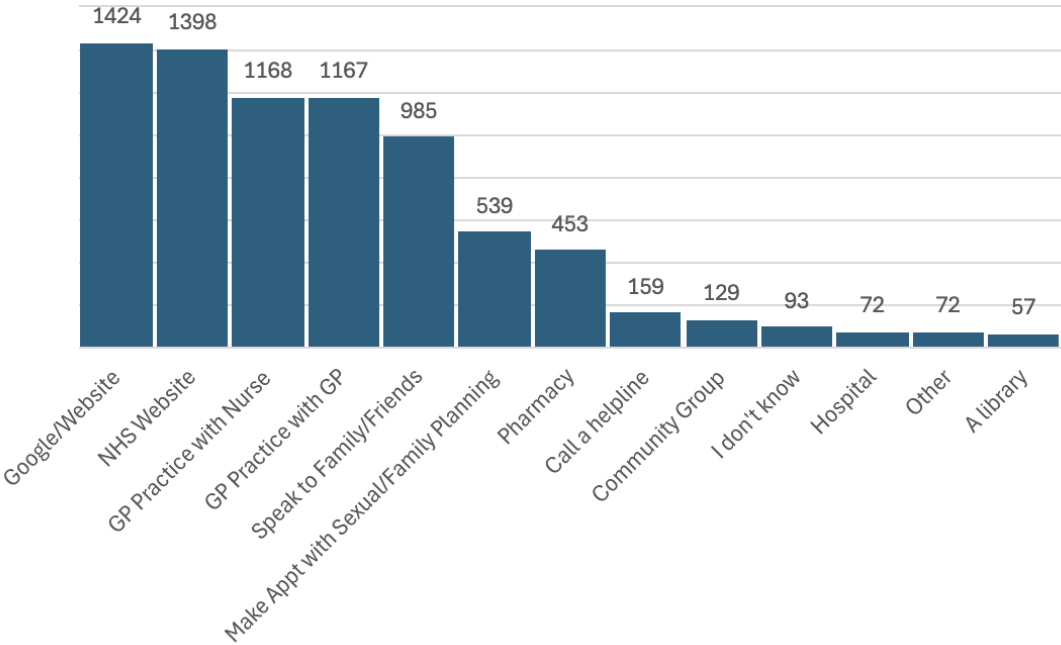
Helping families through financial hardship & managing their money long-term.

Justice & Safety

Providing offenders, ex-offenders and those at risk of homelessness or domestic abuse with support and guidance.

Q01: Where might you go to find information about, or support for, women's health issues? Please tick all that apply

	Responses	%
Google/Website	1424	59%
NHS Website	1398	57%
GP Practice with Nurse	1168	48%
GP Practice with GP	1167	48%
Speak to Family/Friends	985	40%
Make Appt with Sexual/Family Planning	539	22%
Pharmacy	453	19%
Call a helpline	159	7%
Community Group	129	5%
I don't know	93	4%
Hospital	72	3%
Other	72	3%
A library	57	2%



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Q01: Where might you go to find information about, or support for, women's health issues? Please tick all that apply

'Other' Responses include:

Physical

- Lancashire Women, women's charity,
- women's group/cafe (3),
- Private menopause clinic/private specialist (4)
- My gym (5) (inc. Coach specialises in women's health)
- Brook
- A gynecologist
- Workplace provision (3)
- Specific person at my surgery/drop in/Menopause clinic (3)

Online

- Facebook Groups/FB support groups (4)
- Online support groups
- Podcasts (4)
- MyGP App
- Mumsnet, school nurse
- Magazines/TV

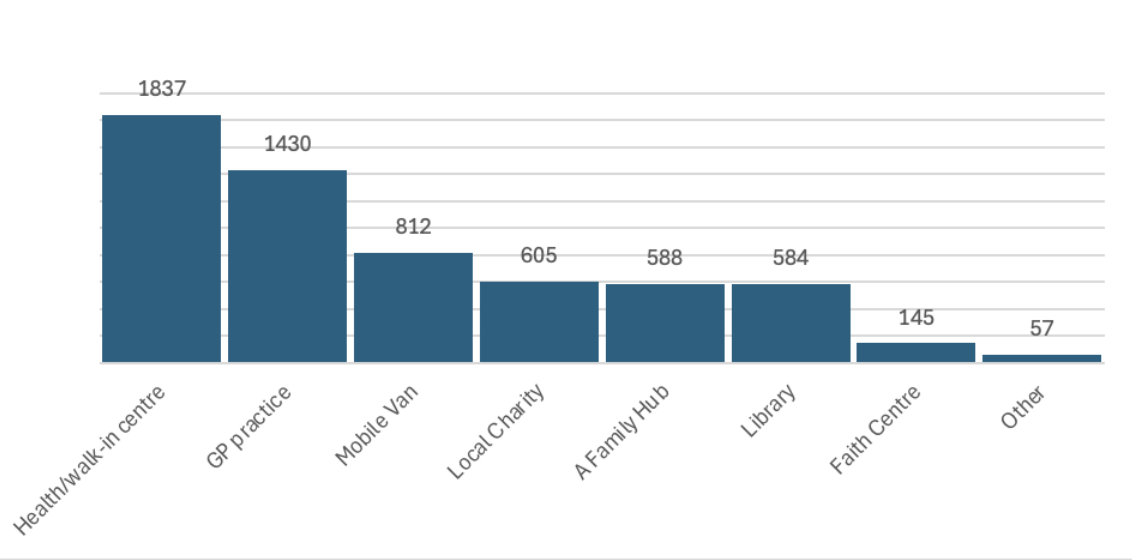
- Can't get appointments/nothing available for me (4)
- *'Wherever I go, I'm turned away with no help'*
- My GP has not been helpful (3)

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Q 02: Where would you like a Women's Health Hub to be located?

(Please tick all that apply)

	Responses	%
Health/walk-in centre	1837	76%
GP practice	1430	59%
Mobile Van	812	33%
Local Charity	605	25%
A Family Hub	588	24%
Library	584	24%
Faith Centre	145	6%
Other	57	2%



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Q 02: Where would you like a Women's Health Hub to be located?

(Please tick all that apply)

'Other' Responses include:

- Central, easy access for non-drivers (5)
- Easy parking (and free) (5)
- Wheelchair accessible
- Near the street where working girls work
- Within primary care hubs
- Pharmacy (5)
- Easily accessible within community (5)
(but low key/private) community pop-up,
Village hall
- At a Community drug service
- University (4)
- *Absolutely NOT at a religious centre of any kind!*
- Leisure centre (2) Salon, café (3)
- None of the above I'd feel comfortable in
- Home visits x 2 (for house bound)
- Clitheroe hospital/Ribble Valley (2)
- Standalone venue
- *A nice building which doesn't feel clinical*

Online Survey Duration: 20th Jan – 28th Feb 2025. Total responses: 2484

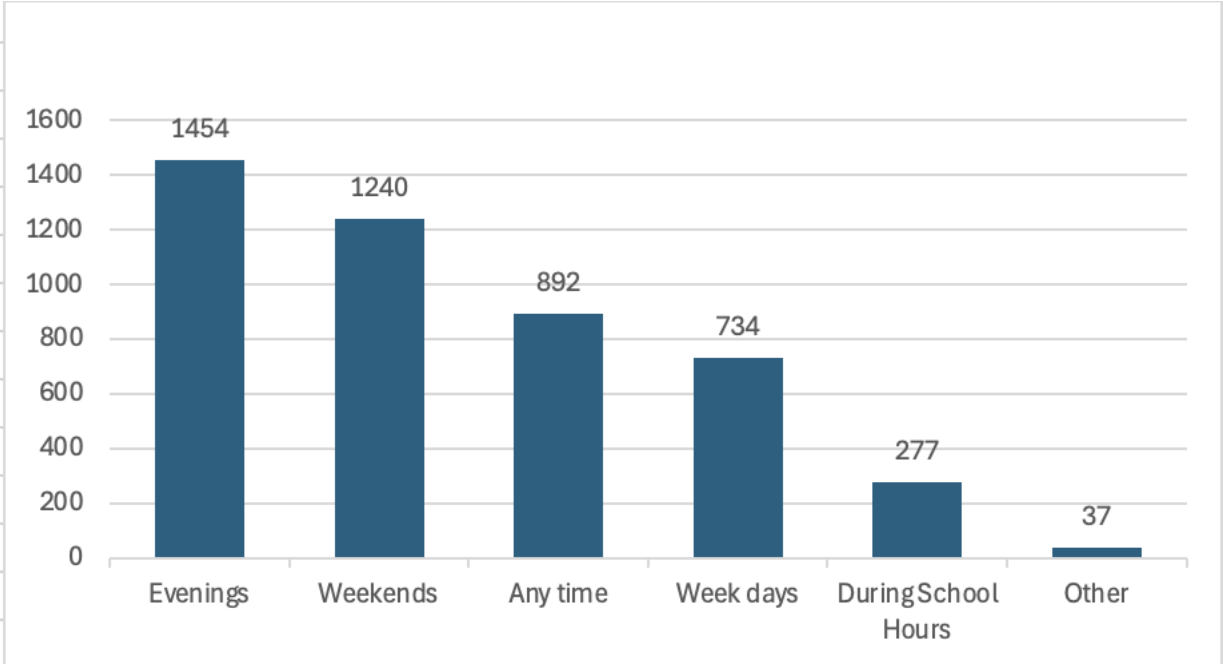
Q 03: When would you be able to access Women's Health Hub services?

(Please tick all that apply)

	Responses	%
Evenings	1454	60%
Weekends	1240	51%
Any time	892	37%
Week days	734	30%
During School Hours	277	11%
Other	37	2%

Other Responses include:

- Varies due to shift work x 3
- Prefer day - not safe out at night
- When my health allows
- Early mornings 7-9 x 3
- When I have childcare x 3

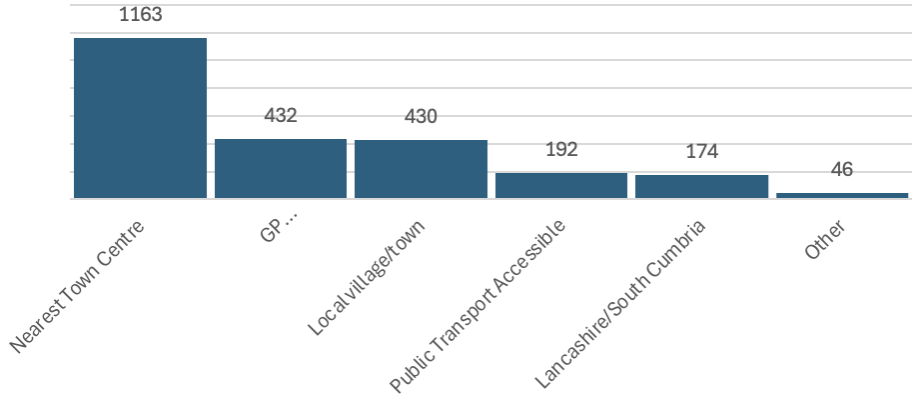


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Q 04: How far would you travel to access these services?

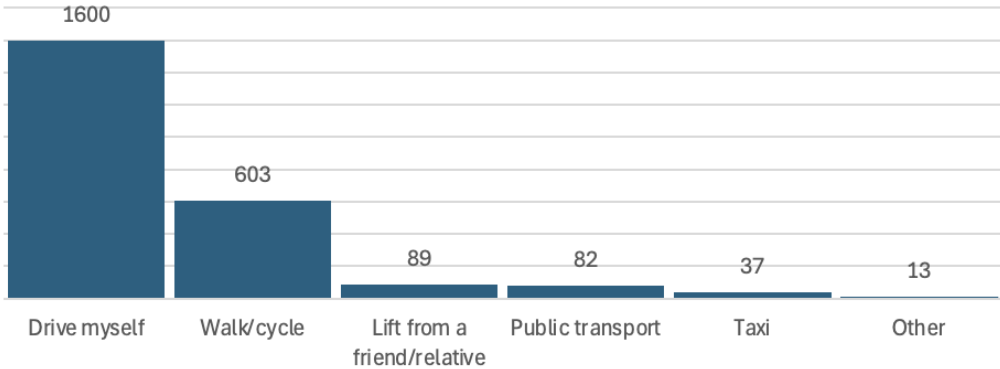
(Please select the option which is the furthest you would travel.)

	Responses	%
Nearest Town Centre	1163	48%
GP practice/pharmacy/library	432	18%
Local village/town	430	18%
Public Transport Accessible	192	8%
Lancashire/South Cumbria	174	7%
Other	46	2%



Q 05: How do you currently travel to see your GP?

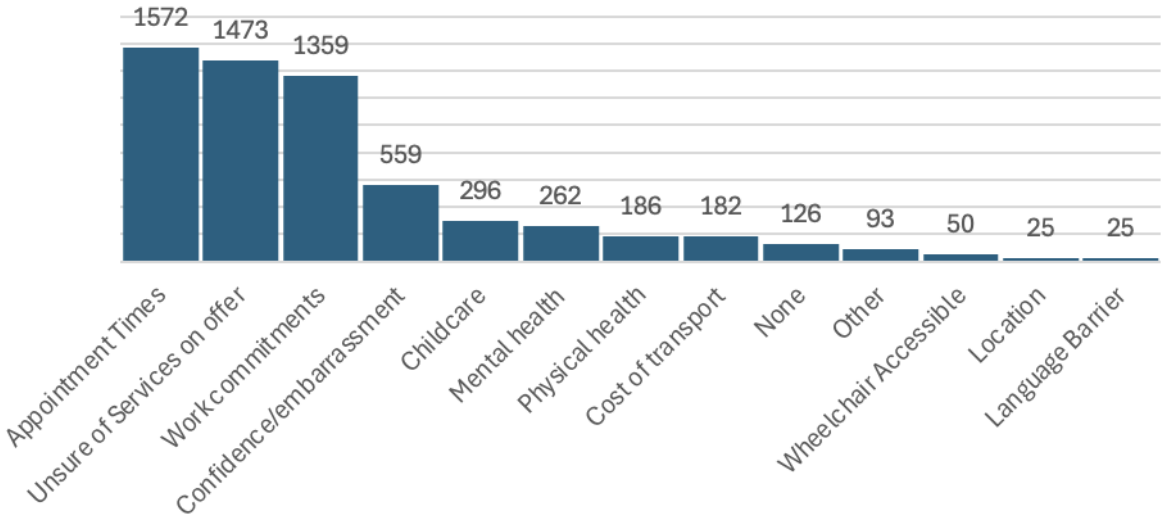
	Responses	%
Drive myself	1600	66%
Walk/cycle	603	25%
Lift from a friend/relative	89	4%
Public transport	82	3%
Taxi	37	2%
Other	13	1%



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Q 06: What reasons might stop you accessing a Women's Health Hub?

	Responses	%
Appointment Times	1572	65%
Unsure of Services on offer	1473	61%
Work commitments	1359	56%
Confidence/embarassment	559	23%
Childcare	296	12%
Mental health	262	11%
Physical health	186	8%
Cost of transport	182	7%
None	126	5%
Other	93	4%
Wheelchair Accessible	50	2%
Location	25	1%
Language Barrier	25	1%



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Q 06: What reasons might stop you accessing a Women's Health Hub?

'Other' Responses include:

- Qualifications of/Confidence in/Specialisms of the staff in the hub x 5
- "If the service and staff are not fit for purpose"
- "Fear of professional not understanding endometriosis and it's impact"
- The presence of trans identified men and use of language which ignores the reality of sex.
- Not offering the service/information I need x 2
- Confidentiality/trust/privacy concerns x 3
- Don't/Wouldn't feel comfortable/phobia x 3 Scary x 2
- Needs to be someone I know x 2
- Lack of parking x 11
- Ability to get appointments 4 Wait times x 2
- Being housebound, caring commitments x 3
- I would want a female x 6
- Males being present x 3
- *I'm a Transgender woman*
- *Just wanta to discuss at gp surgery. Don't waist more money reinventing the wheel. Cash clinics???*
- *Partner knowing*
- *I would worry that males (including transwomen) would be included. I don't think this would be appropriate for women's health, based on the female body and experience*
- *Lifestyle choice is a barrier*
- *I work full time and have to travel to have my coil replaced. When I lived in a different area I would get it done at the GP practice. This is where it should be.*
- *Depends on if men are allowed to be apart. This should be a safe space for women who were born women.*
- *Having a breast scan in a van in a car park is highly embarrassing. Would men do their private tests in car park vans?*

Online Survey Duration: 20th Jan – 28th Feb 2025. Total responses: 2484

Q 06: What reasons might stop you accessing a Women's Health Hub?

‘Other’ Responses include:

Women's Health in generally

- Women's health not taken seriously/and or listened to/lack of understanding **(10)**
'pointless'
- *'Practitioners that don't take women's issues seriously, and are not up to date with current guidelines and women-centred care'*
- Not being taken seriously/and or listened to (myself) **(3)**
'Wondering if I will be listened to and offered alternative or complementary therapies and not just drugs.'

Trauma/Mental Health/Neurodivergence

- *Past bad experience*
- *Trauma experiences and not knowing whether staff will be able to support with this. It would be amazing to have a specialist clinic that could support people with difficulties like this who can't access regular services*
- *Sensory overwhelming as I am autistic and lighting is overstimulating/triggers anxiety*
- *Lack of accessibility provision for neurodivergent people and lack of understanding of LGBTQ+ identities*
- *Severe sensory issues, I would need to wait somewhere quiet and where I can lie down as I struggle to sit up. If no Gurney's then comforting seating likes of as where I can recline rather than hard upright chairs*

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Q 06: What reasons might stop you accessing a Women's Health Hub?

'Other' Responses include:

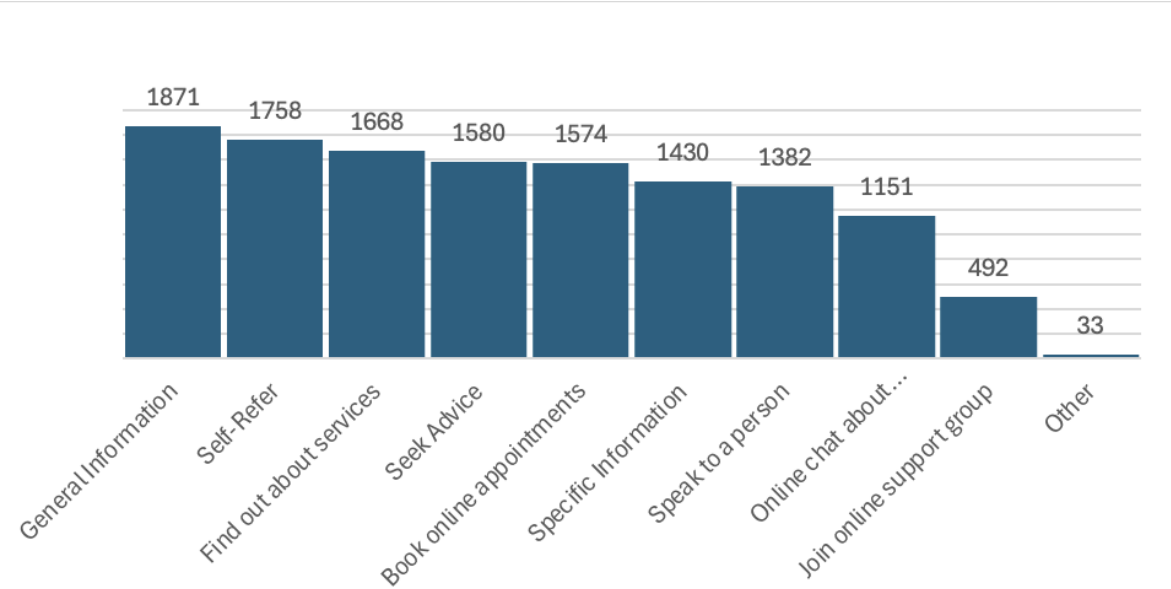
Previous and/or anticipated struggles with GP or surgery

- No action taken when you receive a diagnosis
- Getting the right advice from existing health professionals
- The doctor shut me down about pcos and it took me 1 years to be diagnosed, I've given up and I just suffer the symptoms.
- The doctor embarrassed me about my symptoms saying men would still like me Why would I embarrass myself again? And waste my time.
- Past experience of doctors seeing me as a baby factory or lying nuisance
- The lack of faith in the service you receive or the reasons for everything being 'because you have kids'
- I've been to the surgery and feel I was ridiculed by both the nurse who took my bloods for testing and the receptionist who I rang for results. This is some time ago and I have never been back. I am in considerable pain and discomfort and I do think some of it's down to the menopause but won't embarrass myself by asking for a doctors appointment because I have to go through the receptionist.
- Generally the level of active misinformation given out by NHS staff about what services you can access and where- for example I was told completely wrongly by my GP receptionist that I could not have sexual health screening at the practice, 'You have to go to GUM' she snapped, without any further detail which would have supported my accessing that. This sort of thing happens all the time. I would like you to look at the barriers you erect which impact us daily and not just the well- trodden issues above. They are crucial but we all know about those already.

Online Survey Duration: 20th Jan – 28th Feb 2025. Total responses: 2484

Q 07: What type of advice/support would you like to access online relating to women's health?

	Responses	%
General Information	1871	77%
Self-Refer	1758	72%
Find out about services	1668	69%
Seek Advice	1580	65%
Book online appointments	1574	65%
Specific Information	1430	59%
Speak to a person	1382	57%
Online chat about symptoms	1151	47%
Join online support group	492	20%
Other	33	1%



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Q 07: What type of advice/support would you like to access online relating to women's health?

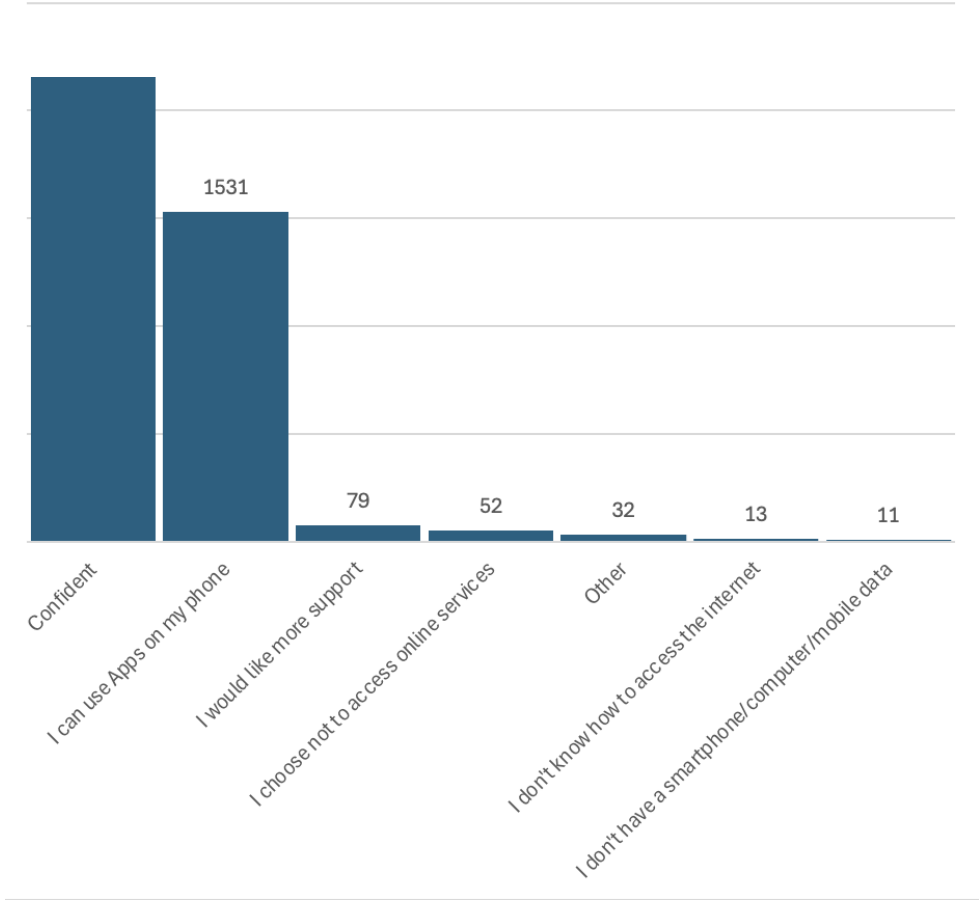
‘Other’ Responses include:

- *Specialist menopause advice and guidance needs significantly updating*
- *A menopause group there is a lack of info and support*
- *Support and advice because I'm Transgender*
- *Would not access online due to autism. Cannot pick up social cues or inflection*
- *Advice that is genuine. For example, with some who has polycystic ovarian syndrome, do not just prescribe the pill and say on your way.*
- *Services to help get pregnant and also antenatal classes*
- *None of the above as it does cater for all women who face multiple barriers English been just one on them*
- *ADHD assessments - I have now been waiting approx 3 years for an assessment - my symptoms are getting worse during this time and I am struggling to cope.*
- *Signposting to alternative provision where relevant, not just encouraged down the medical management route with intervention all the time.*
- *I would like preventative and health promotion opportunities*
- *Human or A.I. real-time triage, to help direct me, based on my symptoms or concerns, to the most relevant service, and help me book to see them / get a referral.*
- *We don't need another online tool, we need to be able to see specialists faster*

Online Survey Duration: 20th Jan – 28th Feb 2025. Total responses: 2484

Q 08: How would you describe your own use of the internet?

	Responses	%
Confident	2238	92%
I can use Apps on my phone	1531	63%
I would like more support	79	3%
I choose not to access online services	52	2%
Other	32	1%
I don't know how to access the internet	13	1%
I don't have a smartphone/computer/mobile data	11	0%



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Q 08: How would you describe your own use of the internet?

‘Other’ Responses include:

- I do prefer the in person events but online do suffice.
- I would much prefer face to face/human x 5 - reassuring
- I have arthritis in hands, do not have a computer and using apps on a phone is really difficult
- The internet is a frightening space for older vulnerable people
- Face to face contact is preferable, internet only is dehumanising and won't be suitable for older people. EG my 90 year old mother will not use a mobile or computer and would be too private to ask someone to do so on her behalf.
- i dont like it to be only internet based i do prefer face to face
- Severe sight impaired
- I need assistance to access online due to neurological illness
- Although I am confident. I find it extremely difficult to access on smartphone due to disability as I don't have a computer. le screen is tiny, filling in forms sonetimes don't work through attachments. Typing can be painful etc
- I won't store my health data on an app.
- Prefer not to use online services due to migraines exacerbated by screen usage
- It takes me ages to use the nhs apps etc. very frustrating
- Learning difficulties

Online Survey Duration: 20th Jan – 28th Feb 2025. Total responses: 2484

Q 09: Please let us know of any barriers (not mentioned above) that prevent you from accessing the internet: (Free text box)

Data analysed and summarised by:
Sam Loughlin,
Women’s Health,
NHS LSC ICB

Challenges faced by Neurodivergent individuals	<ul style="list-style-type: none">○ Difficulties accessing websites○ Lack of easy-read guides○ Complicates access to information and services
Communication Barriers for Deaf Community	<ul style="list-style-type: none">○ Deaf individuals face challenges when making appointments they require BSL interpreters to effectively communicate on their behalf and effectively communicate with healthcare providers
Preference for in-person or telephone communication	<ul style="list-style-type: none">○ Some individuals prefer in-person telephone communication rather than online interactions due to potential miscommunication○ Unsure they are being listened to
Disability related issues with technology	<ul style="list-style-type: none">○ Some individuals with disabilities (particularly posture-related health issues) find it challenging to use small devices for extended periods○ This impacts their ability to access services online
Autism and Lack of Centralisation	<ul style="list-style-type: none">○ Autistic individuals experience difficulties due to the lack of centralisation within services, such as appointments and prescriptions being managed through different platforms

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Q 10: Please use this space to add any other feedback relating to Women's Health Hubs. (Free text box)

The feedback highlights various challenges and suggestions related to women's health services. It highlights the difficulties faced by women in accessing appropriate healthcare, the need for more specialised and accessible services, and the importance of being listened to and taken seriously by healthcare providers.

Responses analysed and summarised
by: **Sam Loughlin**,
Women's Health, , NHS LSC ICB

Key Themes:

1: Accessibility and Convenience: Many women find it challenging to get the right advice and appointments. Suggestions include having a general hub with specialist spoke services, home visits for older women, and mobile units offering out-of-work appointments	9. Local Health Centres: Smaller local health centres are needed to reduce travel costs and barriers to accessing healthcare
2. Joined-up Working and Signposting: There is a need for better coordination and signposting between different healthcare services	10. Listening to Women: Women feel they are often not listened to or taken seriously by healthcare providers, which can lead to delayed diagnoses and treatment
3. Personal Interaction: Women prefer to speak to a real person and feel intimidated when attending appointments alone	11. Safe Spaces: It is essential to have safe spaces for everyone, including those who identify as male or female (or neither)
4. Support for Abuse Survivors: There should be spaces for women and girls who have experienced domestic and/or sexual abuse	12. Choice of Staff: There should be a choice of staff, not necessarily all women, and proper feedback and evaluation
5. Inclusivity: Services should be accessible to all, including those relying on public transport and those who identify as male or female (or neither)	13. Menopause Support: More needs to be done for those experiencing menopause symptoms, including access to specialists who can prescribe testosterone
6. Practical Support: More practical support and a variety of accessible and affordable support systems are needed, especially for those on limited income	14. Single Sex Services: Access to single sex services is important, despite NHS policies on single gender services
7. Specialised Knowledge: Women prefer to talk to someone with expertise in women's health issues, such as menopause, and there is a need for more accessible support	15. Face-to-Face Contact: The lack of face-to-face contact is off-putting, and hubs need to be central in doctors' surgeries
8. Alternative Treatments: There is a lack of information about alternative support or treatments, and the need for up-to-date research and practice guidelines	16. Cervical Screening: It is difficult to book cervical screening appointments

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Q 10: Cont'd Unique Comments

Summary:

The unique comments verified the need for a Women's Health Hub that offers specialised support for women's health issues. It emphasises the importance of having a safe space where women can seek help for various health concerns such as menstrual cycles, contraception, STI checks, PMDD symptoms, heavy bleeding, perimenopause, menopause, and routine check-ups like smear tests. The hub should aim to reduce and support women with mental health difficulties, stigma, and normalise check-ups for women of all ages. It also highlights the need for more menopause support without having to make an appointment with a GP and highlights the long wait times for appointments.

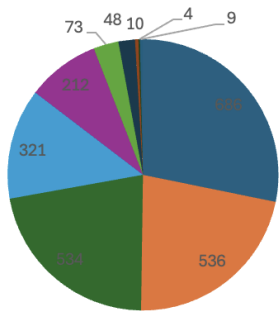
Responses analysed and summarised by: **Sam Loughlin**,
Women's Health, , NHS LSC ICB

Key Themes:

1: Specialised Women's Health Support:	The need for a dedicated space where women can access specialised support for various health issues, including menstrual cycles, contraception, STI checks, PMDD symptoms, heavy bleeding, perimenopause, menopause, and routine check-ups.
2: Mental Health and Wellbeing:	The importance of addressing mental health difficulties that arise from not understanding symptoms and reducing stigma around women's health issues.
3: Accessibility and Convenience:	The need for more accessible and convenient services, such as drop-in appointments, evening/weekend availability, and reducing long wait times for appointments.
4: Expert Staff:	The importance of having knowledgeable and empathetic staff who understand women's health issues and can provide accurate information and support.
5: Community and Inclusivity:	The need for the hubs to be welcoming and accessible to women of all ages, backgrounds, and health conditions, including neurodiversity and transgender-friendly services.

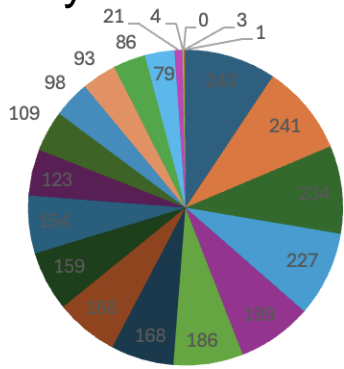
Demographics

Age



11: Your age	Responses	%
45-54	686	28%
55-64	536	22%
35-44	534	22%
25-34	321	13%
65-74	212	9%
19-24	73	3%
75-84	48	2%
16-18	10	0%
85+	4	0%
Prefer not to say	9	0%

Local authority



13: Which local authority area do you live in?	Responses	%
Lancaster City Council	243	10%
Preston City Council	241	10%
South Ribble Borough Council	234	10%
Westmorland and Furness Council	227	9%
Blackburn with Darwen Borough Council	199	8%
Hyndburn Borough Council	186	8%
Morecambe	168	7%
Rosendale Borough Council	168	7%
Ribble Valley Borough Council	159	7%
Wyre Council	154	6%
Burnley Council	123	5%
Blackpool Council	109	4%
Fylde Council	98	4%
Chorley Council	93	4%
Pendle Borough Council	86	4%
West Lancashire Borough Council	79	3%
Cumbertland Council	21	1%
Preston rural east	4	0%
North Yorkshire	0	0%
Lancashire	3	0%
Leyland	1	0%

Ethnicity:

14: Your ethnicity:	Responses	%
White - English, Welsh, Scottish, Northern Irish or British	2176	89%
Any other White background	56	2%
Asian or Asian British - Pakistani	42	2%
Asian or Asian British - Indian	35	1%
I do not wish to disclose my ethnic origin	33	1%
White - Irish	21	1%
Mixed or multiple ethnic groups - White and Asian	18	1%
Mixed or multiple ethnic groups - White and Black Caribbean	14	1%
Any other Asian background	7	0%
Black or Black British - African	7	0%
Any other mixed background	6	0%
Arab	4	0%
Mixed or multiple ethnic groups - White and Black African	3	0%
Black or Black British - Caribbean	3	0%
Asian or Asian British - Chinese	2	0%
Another ethnic group	2	0%
White - Gypsy or Irish Traveller	1	0%
Asian or Asian British - Bangladeshi	0	0%
Any other Black background	0	0%
Other	0	0%

Gender

11: Your age	Responses	%
Female	2403	99%
Other	21	1%
I do not wish to disclose my gender	11	0%
Transgender - assigned male at birth	2	0%
Non-binary - assigned female at birth	2	0%
Male	1	0%
Transgender - assigned female at birth	0	0%
Non-binary - assigned male at birth	0	0%

Religion

11: Your Religion	Responses	%
Christian	1196	49%
No religion	948	39%
Prefer not to say	100	4%
Muslim	81	3%
Atheist	66	3%
Other	27	1%
Buddhist	7	0%
Hindu	5	0%
Jewish	4	0%
Sikh	0	0%

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If Lancashire Women can be of further support, please contact us:



0300 330 1354



www.lancashirewomen.org



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