



Family Hub Survey

“All Families to be happy, healthy and the opportunity to flourish”

In preparation for the proposal of a new outlet, for families within the borough of South Tyneside to access services, a brief survey was conducted to capture the views of current service-users. Approximately 41 responses were captured by a variation of Mothers and Fathers, currently accessing services on offer. The qualitative, primary data is displayed below in the form of common themes and quotations

Q1. What are your experiences of Family Services now?

The responses were very positive about interactions with current services in place. Common themes expressed were that services were ‘very helpful’, ‘good for advice and support’, and they are ‘friendly and approachable’.

There was some concern expressed currently about ‘transport being an issue’. One person advised ‘everything is ok at the clinic however with the clinic closures they are finding it harder to get to’.

On a practical basis, it was mentioned that ‘there is a long wait until the health visitor sees mother following the first visit after birth’.

Q2. What do you think of our Vision and Family Hub?

Out of the 41 surveys conducted, there were limited comments but those who did comment agreed with Family Hubs being constructed where all services can be accessed under one roof. People advised ‘should have been done a long time ago’ and ‘it would be good knowing where to turn without complication’, amongst other positive comments

There were two comments about the hubs being ‘too busy’ and ‘transport links’ possibly being difficult to achieve.

Q3. What matters to you?

Following review of the answers to the question above, it was a mix of answers with most people focussing on ‘Advice’, ‘Support’, ‘Health’, and ‘Easily Accessible Services’. Other answers given were about families feeling safe and happy; some interesting aspects raised centred on development, stability, consistency and socialising



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Other comments include:

'Some friends have had conflicting advice from Health Visitors'

'That he is thriving, putting on expected weight and is getting everything he needs physically and socially'.

Q4. What does 'best start in life' mean to you?

Generally participants seemed to speak of the term 'best start in life' with only a few mentioning a support process in place for new families. Common themes consisted of 'getting the correct guidance', 'access to services', 'getting the best education' and 'providing care and support within the home and community'.

Further comments are:

'Good information and help with feeding, breastfeeding support and information on health lifestyle'.

'Being knowledgeable and having education on child's milestones'.