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**County Kilkenny:
COMMUNITY NEEDS ASSESSMENT**

**REPORT No 8.
HEALTHCARE**

Prepared for:
Kilkenny County Council Partnership Committee

FINAL REPORT 16 March 2002
STRICTLY CONFIDENTIAL

Table of Contents

| | <i>Page No.</i> |
|---|-----------------|
| Research Findings | i |
| Research Results | |
| Chart 8.1. Satisfaction with a Range of Health Service Indicators | 1 |
| Chart 8.2. Satisfaction with Medical Charges Cross-tabbed with Demographic Characteristics | 2 |
| Chart 8.3. Awareness of Availability of Various Health Services in Respondents Area | 3 |
| Chart 8.4. Percentage of Persons/ Households where Any Family Member had had Difficulty Accessing Health Services | 4 |
| Chart 8.5. Reasons for Difficulty Accessing Health Services | 5 |
| Chart 8.6. Percentage of Children in Household that have Received Immunisations (BCG,3 in 1, MMR Tetnis, Booster, Rubella)..... | 6 |
| Chart 8.7. Priorities for Improvement to Health Services..... | 7 |

Research Findings

FINDINGS:

- 59% rate their satisfaction with the general quality of care from the health services as good or excellent and approximately 1 in 3 (64%) rate their level of concern for patient's well-being as either good or excellent.
- 53% rate the charges for medical services as either poor or very poor.
- Approximately 4 in 10 rate the ability to get an appointment for any medical service as good (34%) or excellent. About 1 in 4 people rate getting an appointment as poor or very poor.
- Satisfaction levels for medical charges are highest among middle class respondents and those in the Ballyragget electoral area. Satisfaction is lowest in the Piltown electoral area and among working class respondents.
- When asked what medical services they were aware of the obvious services such as family doctor/GP (88%) district nurse/public health nurse (82%), pharmacy/chemist (63%) received high awareness scores..
- Alcohol treatment service (29%), counselling services (30%) and drug treatment services (20%) received lower scores.
- 14% of the persons/ households state that they have a family member who had difficulty accessing health services. A third of these state the reason being due to a delay/ waiting list for hospital or to get an appointment.
- When asked if the children in the household have received immunisations (BCG, 3 in 1, MMR, Tetnis, Booster, Rubella), 2% stated that they had received none and 2% stated that they had received some immunisation.
- 19% of respondents state the need for more doctors/ doctors on call as a priority for improvement to the health services and 10% state a decrease in waiting list/ waiting time in casualty.

Research Results

Chart 8.1. Satisfaction with a Range of Health Service Indicators

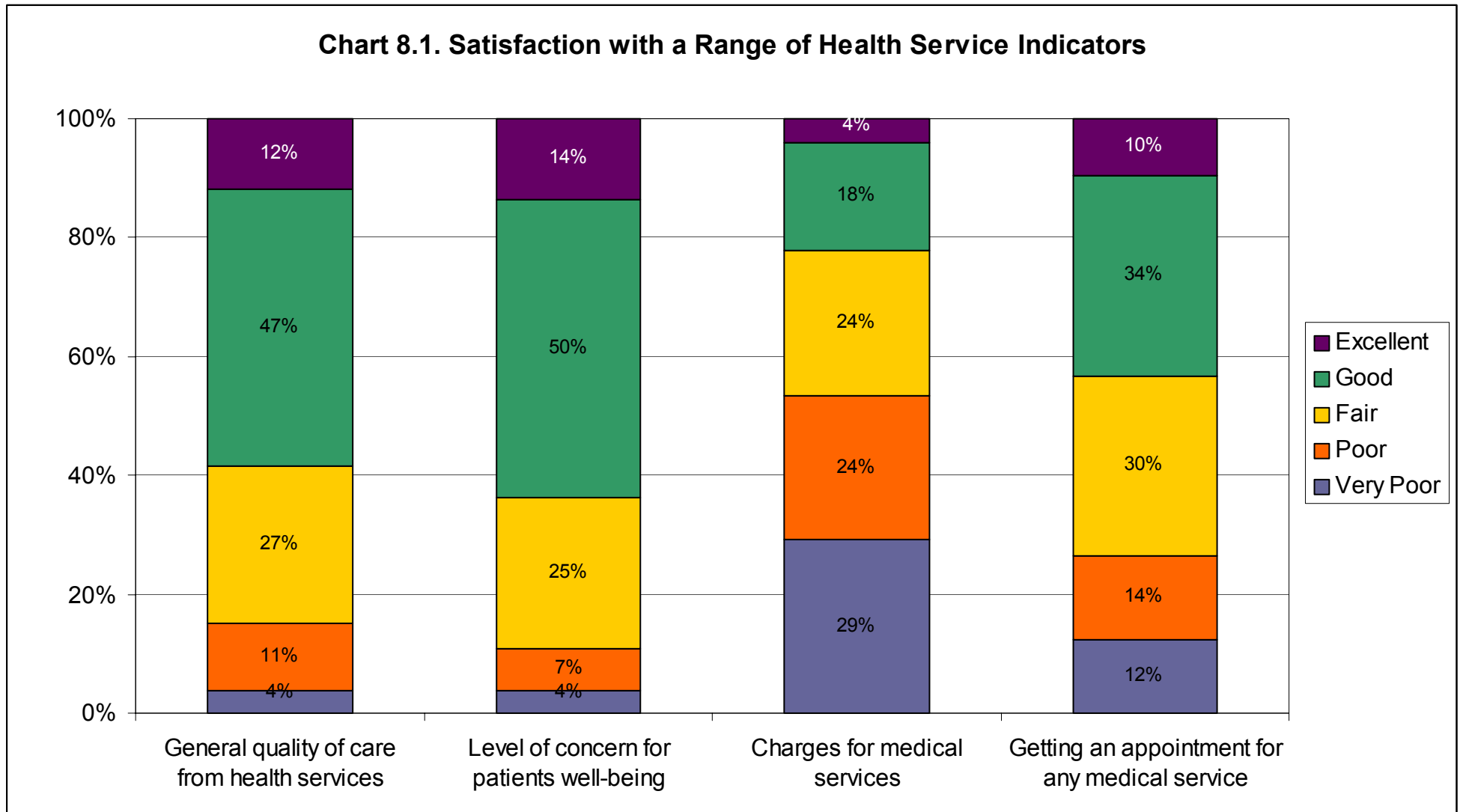


Chart 8.2. Satisfaction with Medical Charges Cross-tabbed with Demographic Characteristics

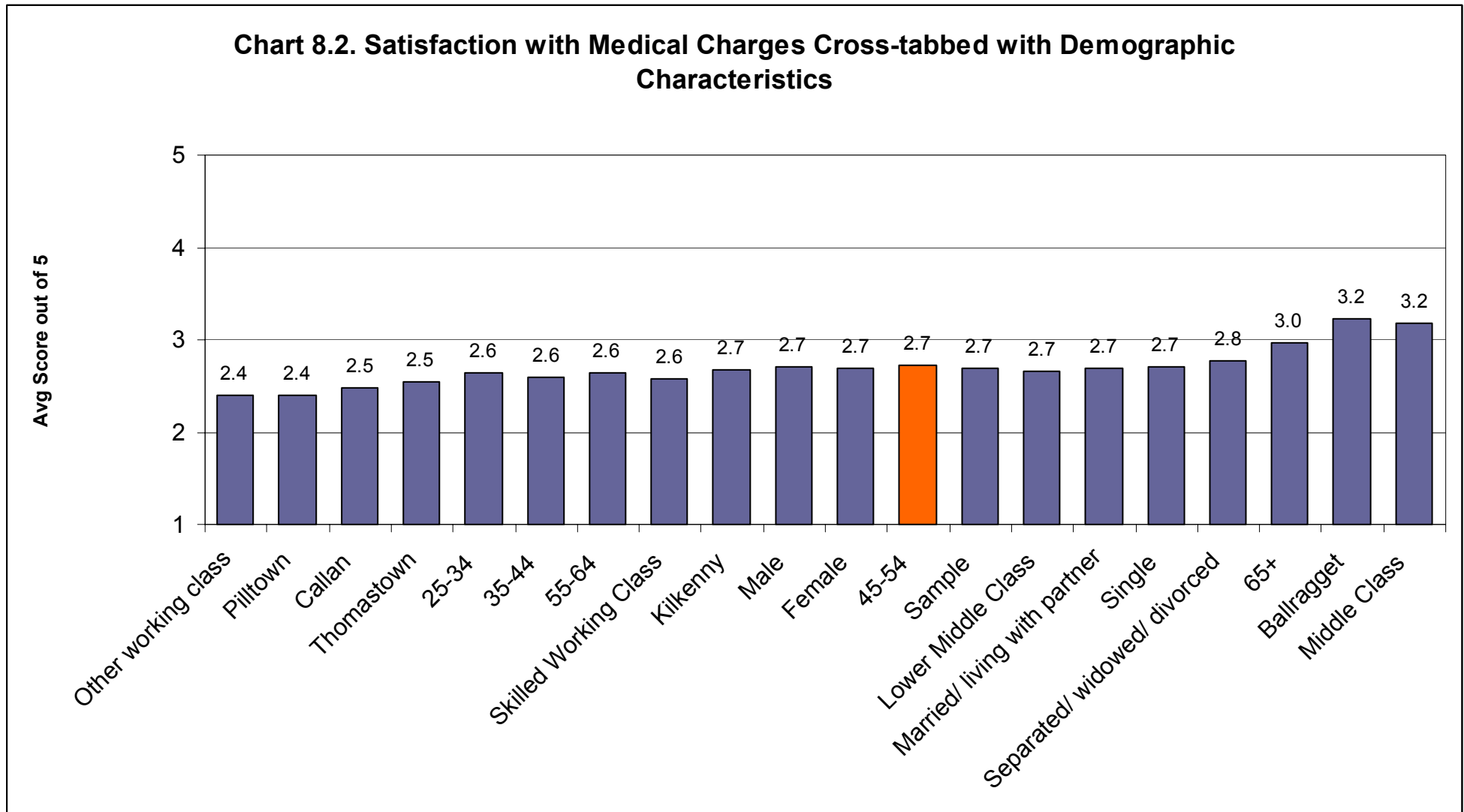


Chart 8.3. Awareness of Availability of Various Health Services in Respondents Area

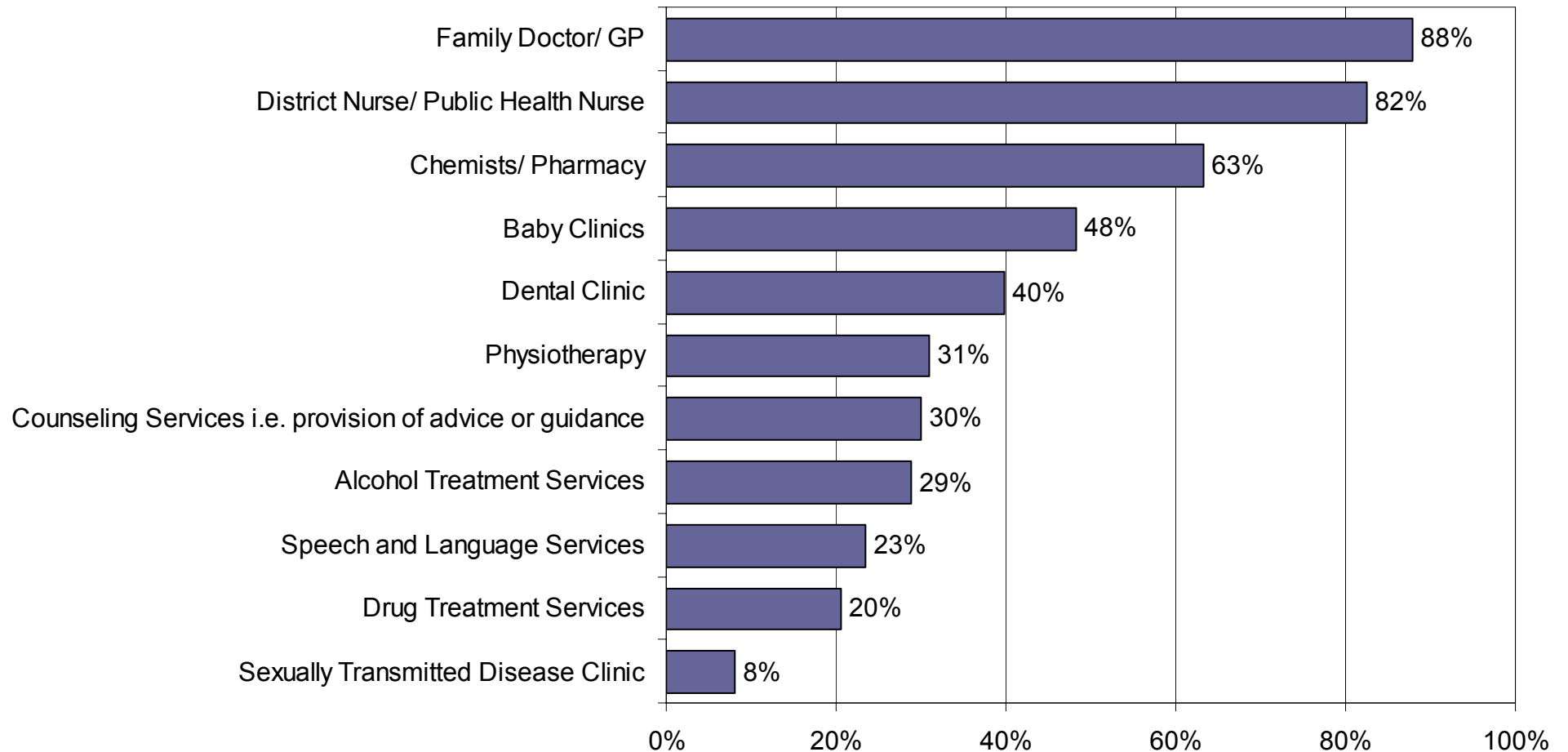


Chart 8.4. Percentage of Persons/ Households where Any Family Member has had Difficulty Accessing Health Services

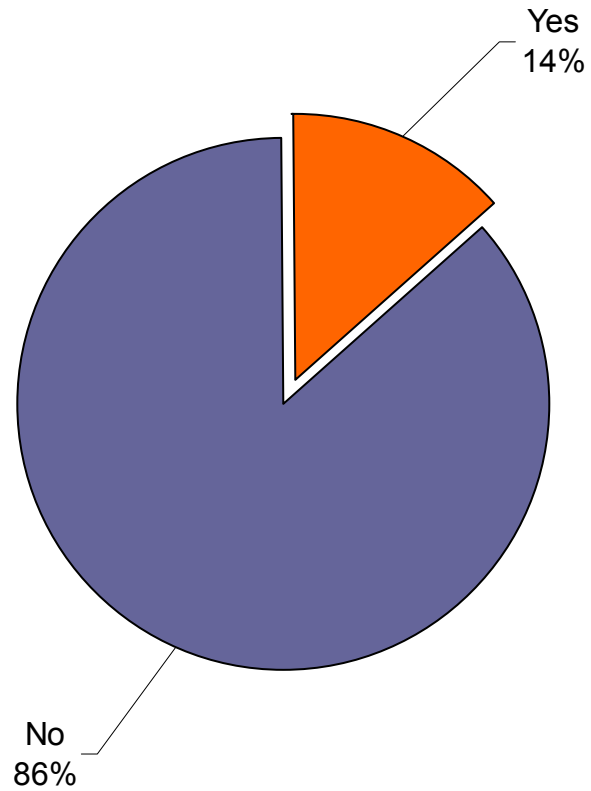


Chart 8.5. Reasons for Difficulty Accessing Health Services

Response base = All with any difficulty accessing health services (81)

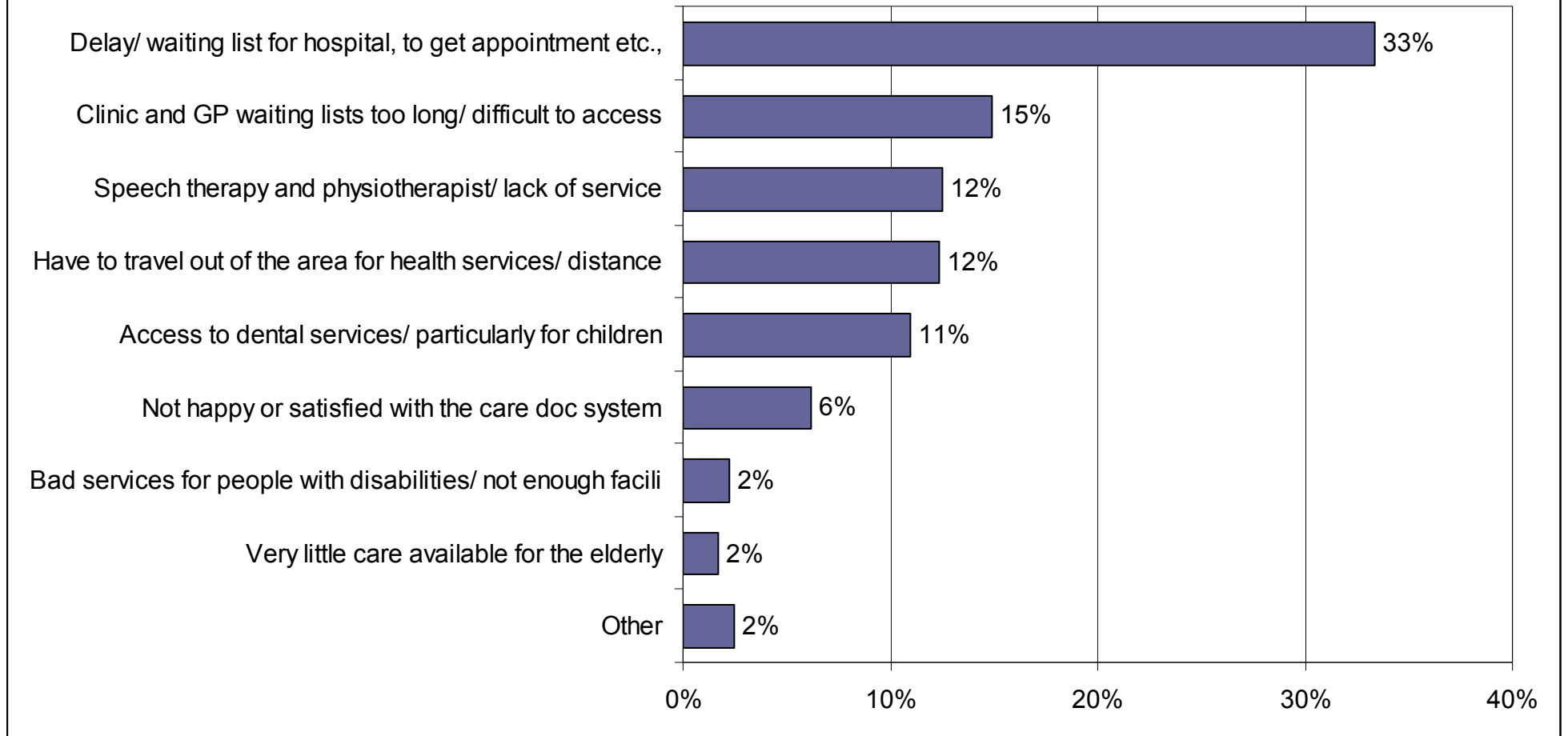


Chart 8.6. Percentage of Children in Household that have Received Immunisations (BCG, 3 in 1, MMR, Tetnis, Booster, Rubella)

Response base = All within children under age of 16 (215)

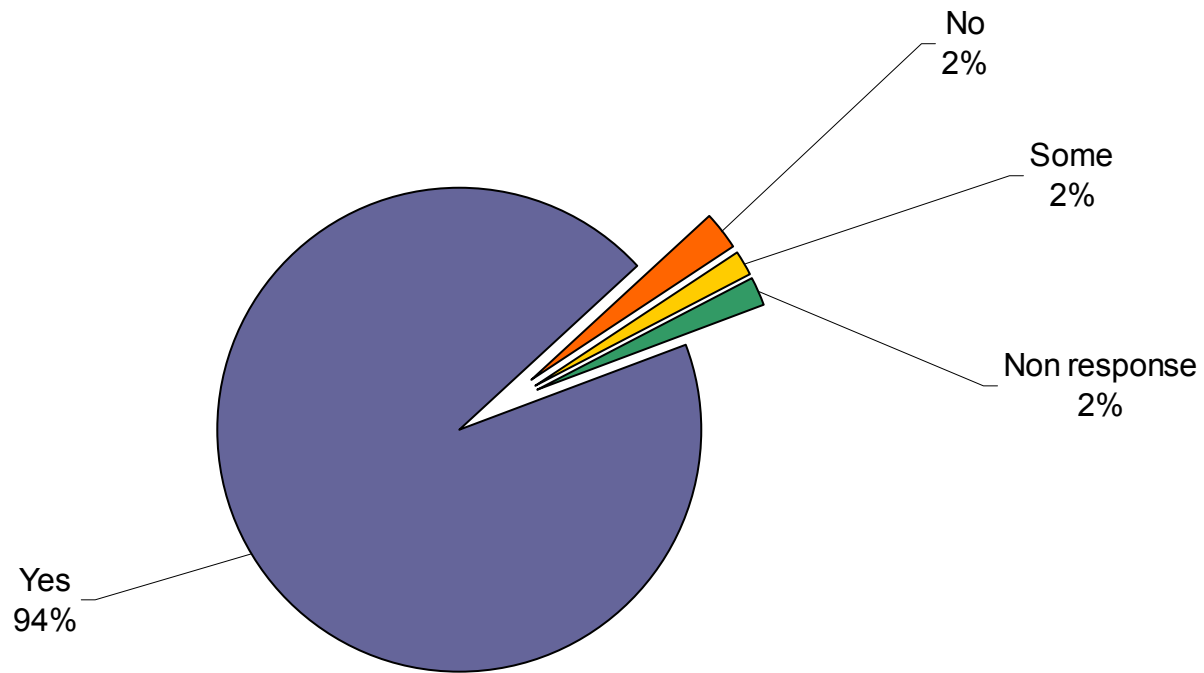


Chart 8.7. Priorities for Improvement to Health Services

