

**50+ FORUM NEWSLETTER 5**  
**RESULTS FROM SURVEY 4.**

**The Chronic Disease Management (CDM) Team.**

We asked our 50+ Forum members if, prior to receiving this survey, they had heard of the Chronic Disease Management team & only 16% replied yes. We also asked them which conditions they thought were currently covered by the Chronic Disease Management Team and which they thought should be covered. The results were...

<b>Which Conditions?</b>	<b>Currently Covered by the CDM Team?</b>	<b>Should be Covered by the CDM Team?</b>
Heart Failure	12%	10%
Diabetes	12%	10%
Chronic Obstructive Pulmonary Disease	12%	10%
Rheumatoid Arthritis	7%	10%
Cancer	11%	10%
Epilepsy	7%	9%
Asthma	9%	9%
Stroke	13%	11%
Cystic Fibrosis	8%	10%
Multiple Sclerosis	9%	10%

We then asked that should they be offered the services of the CDM Team by their GP, would they allow them to visit them at home and 97% said yes.

When asked who they thought the CDM are employed by, 15% of our 50+ Forum members said The Hywel Dda Trust, 46% said The Carmarthenshire Local Health Board and 39% said they didn't know.

## **Benefits Take-Up Campaign**

We initially asked our 50+ Forum members if they were currently received help with their Council Tax or rent through Housing Benefit and 24% said yes. When asked which of the benefits they were in receipt of, the results were...

Council Tax Benefit	67%
Rent Rebate ( renting from the Council)	21%
Rent Allowance (renting privately or from a Housing Association)	12%

Those of our 50+ Forum members who said they were receipt of any of these benefits were asked what had prompted them to apply initially. We also asked where they had completed the forms when they first applied and 21% said the Customer Service Centres, 57% said they'd completed the form at home & only 2% said over the phone.

When asked to rate the quality of the service when applying for the benefits, the results were very positive with 70% rating the service as good and 23% rating it as excellent. Only 7% said that the service had been 'poor'.

93% of our 50+ Forum members said they found it easy to telephone the council, either when enquiring about or applying for benefits and 46% said that their preferred way of contacting the council was by phone. 37% said they prefer to see someone face-to-face by visiting one of the Customer Service Centres and only 17% preferred to contact the council by letter or e-mail.

Those of you who said that you weren't in receipt of these benefits were asked why you hadn't applied and the results were...

You are sure your income is too high	30%
You assume that your income is too high	42%
The application process is too complicated	7%
You don't feel happy in asking for financial help	5%
You had a bad experience when applying previously	3%
You are not aware of the help available	7%
You so not know how or where to apply	3%
You have difficulty getting to a council office	1%
Other	1%

When asked where they would go for advice about their eligibility for benefits, 13% said they would go to the council website, 19% said you would go to the Customer Service Centres and 31% said they would contact the benefits sections by phone.

### **Mid and West Wales Fire and Rescue Service.**

The Mid and West Wales Fire and Rescue Service wanted us to ask our 50+ Forum members about fire safety in their homes and begun by asking if they had smoke alarms in their homes at all. The results were encouraging with 96% responding positively.

We also asked if they were aware that the Mid and West Wales Fire and Rescue Service could carry out a Home Safety Fire Check and fit a smoke alarm free for charge. 46% said they were aware with 33% saying they had already had it done and 16% saying they would like to have it done.

### **IT Access.**

We were quite interested to ask our 50+ Forum members about their views on IT access as it had previously been discussed at the 50+ Forum steering group meetings. We asked them to give us 3 words that best described how they feel about technology and the 3 most popular answers were essential (21%), complicated (16%) and helpful (15%).

We had some very interesting results when we asked you which of the following items our 50+ Forum members had...

A computer or lap top	9%
A computer or lap top with internet access	15%
Wireless internet access	7%
A mobile phone	20%
A mobile phone with internet access	3%
A PDA	0%
An MP3 Player	3%
A digital camera	15%
Digital Television	19%
Digital Radio	8%

When asked about computer usage, only 74% of respondents said they have access to a PC and 26% said you don't have access at all.

Of those respondents who said they have access to a PC, 54% indicated that they use it daily, 2% said they use it once a week and 4% said they use it once a month. Most (80% )of our 50+ Forum members who have access to a PC said they have access to a PC at home and 17% use a PC at work, although only 2% use a PC at a library.

74% of respondents said that they have access to the internet and of those, 50% said they use it daily, 7% said they use it once a week and 4% said they use it once a month. 82% said they had access to the internet at home and 15% use it at work and 2% use it at a library.

We were very interested to know what our 50+Forum members use the internet for and the results were....

Food shopping	4%
Goods shopping	11%
Holidays	11%
Banking	13%
Insurance	7%
General buying and selling	7%
Paying bills (phone, gas, electricity etc.)	7%
Council services	4%
Hobbies/ forums/ organisations	13%
General browsing for information/ searches	20%
Music downloads	4%
Other	0%

With issues surrounding Broadband access and connections speeds seemingly never out of the media, we were interested to know about our members' attitudes to broadband and it seems that 65% of respondents have Broadband access at home.

Of those who didn't have Broadband access, only 6% said it was because there was no coverage in the area. 45% said it was because they didn't want it at all but 15% indicated that although they didn't have it currently, they were planning to get Broadband in the future.

When asked about the importance of Broadband Internet access, 41% said that it was very important to them personally and 8% said it was not very important. Interestingly however, when asked about the importance Broadband Internet access to the population of Carmarthenshire, 51% thought it was important and only 1% thought it was not very important or not important at all.

65% of respondents said that they have access to e-mail and of those xx%, 51% said they use it daily, 38% said they use it once a week and 3% said they use it once a month. 87% said they accessed their e-mails at home and 12% access it at work. Only 1% said they access their e-mails at a library.

Having asked more in-depth questions about Carmarthenshire's library services in our 50+ Forum Survey 2, we wondered about public awareness of library services and asked if our 50+ Forum members were aware that Carmarthenshire County Council offer free internet access throughout its libraries and encouragingly, 70% said that they were aware.