

*Health Needs Assessment of Residents on Islands served by  
the Western Health Board.*

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### *Glossary of Terms*

CPN = Community Psychiatric Nurse  
CWO = Community Welfare Officer  
ECG = Electro-Cardiograph  
EHO = Environmental Health Officer  
GMS = General Medical Services  
GP = General Practitioner  
HEO = Health Education Officer  
HMA = Home Management Adviser  
PHN = Public Health Nurse  
SLT = Speech and Language Therapist  
WHB = Western Health Board

## ***Summary and General Recommendations.***

Some of the services identified as being deficient or absent on the islands are also not being provided to the desired level on the mainland. However we are of the view that inequities in the provision of services to island dwellers must be examined and rectified. With this in mind the committee primarily addressed areas where inequities are felt to exist for island dwellers. Individual issues related to specific islands are also addressed in more detail in the relevant sections which deal with each island separately.

### ***General Recommendations.***

- 1. We recommend that there be an acceptable level of core service provision to all islands.*** This should include medical, nursing, home help and financial support. If patients have to travel to the mainland in order to obtain specialist type services, ***we recommend that they should be supported and facilitated to do this by way of funding of transport and by increasing the flexibility of clinic appointments.***
- 2. We recommend that clear, user-friendly information on health service eligibility and availability be provided to all islands as a matter of urgency. We also recommend that this information be bi-lingual as appropriate.***
- 3. There is little difference between dental services being provided to island and mainland dwellers. However because there is no dentist practising in a private capacity on the islands, non-GMS patients are obliged to travel to the mainland for treatment and are therefore at some disadvantage in terms of availability and cost of transport. We recommend that a detailed examination of possible ways of dealing with this problem be carried out.***
- 4. We recommend that a more comprehensive chiropody service be provided on the islands for those islanders who are most at risk and for whom travel to the mainland is particularly difficult e.g. frail or elderly residents.***
- 5. We recommend that effective means of communication be provided to all primary health care providers on the islands. In some instances the extension of the mobile phone service will suffice. In other areas it will be necessary to provide a two way radio system.***
- 6. We recommend that medical card reviews by the Community Welfare Officers should take place in the summer months when transport is easy/possible.*** This applies to all relevant islands where there is no resident CWO.
- 7. We recommend that the arrangements in place at out-patients clinics in order to allow islanders some flexibility to attend to suit the availability and vagaries of travel should continue and be reinforced.***
- 8. We recommend that funds be provided without delay to renovate health centres on all islands with a view to improving security, structure, comfort and***

*accessibility.* The difficulties encountered in securing satisfactory contractors and the increased costs in carrying out maintenance on islands are understood.

**9.** *We recommend that a follow-up survey in two years time to assess if the recommendations included in this report have been implemented.*

**10.** A high level of concern was expressed with respect to unsatisfactory water quality on the islands, particularly during the summer months. While the responsibility for this lies with the local authority, the consequences of bad water quality are the concern of the WHB. *We recommend that a suitable and satisfactory water supply be provided on each island by the responsible County Council..*

### ***Recommendations which are the responsibility of other agencies.***

#### ***Local Authority.***

**11.** A high level of concern was expressed with respect to unsatisfactory water quality on the islands, particularly during the summer months. While the responsibility for this lies with the local authority, the consequences of bad water quality are the concern of the WHB. *We recommend that a suitable and satisfactory water supply be provided on each island by the responsible County Council.*

### ***Specific Recommendations.***

#### ***Aran Islands.***

**12.** The unsatisfactory water quality and supply to Inisheer Inishmore, particularly during the summer months was identified. In addition, the problem with excess sodium in the water on Inisheer was highlighted. *We recommend that a suitable and satisfactory water supply be provided on each of the Aran islands by Galway County Council.*

**13.** The presence of an Irish College on Inisheer during the summer months puts an unacceptable strain on the current public health nursing service, in terms of time and safe practice. *We recommend that the Irish College provides it's own occupational health service to meet the needs of the students.*

*Inisbofin, Inisturk, Inisbiggle and Clare Island.*

**14.** An acute problem with rodent infestation on Inisbofin was identified. Because of the significant public health risk associated with this problem, we recommend that Galway County Council addresses this problem as soon as possible.

**15.** The length of time spent by the GP on Inisbofin during any one visit was identified as a problem. ***We recommend that issue be addressed by the relevant providers so that a satisfactory transport service be provided in order to allow the doctor to have a longer visit.***

**16.** The nursing service provided to Inisheer Turk is funded to the level of a half time equivalent, although the Public Health Nurse gives a 24 hours a day service. ***We recommend that this issue be addressed and a satisfactory resolution to the problem be reached.***

**17.** Dental treatment for children living on the islands is provided only on the mainland. The cost of transport for children travelling to Clifden and Castlebar for dental treatment can be prohibitive. ***We recommend that these costs be subsidised in order to ensure equity for these island children.***

## ***Introduction.***

In 1993 an interdepartmental co-ordinating committee was established to co-ordinate the Governments efforts in encouraging the development and improvement of living conditions on offshore islands. In 1996 this committee produced a report entitled “Island Development, A Strategic Framework for Developing the Offshore Islands of Ireland”, under the Chairman of the committee Mr. Donal Carey T.D., Minister of State at the Department of the Taoiseach. This document provided a basis for Government policy in relation to 21 offshore islands from four counties, Galway, Mayo, Donegal and Cork.

The Chief Executive Officer established a working group to carry out an assessment of the perceived health needs of people resident on the off-shore islands served by the Western Health Board. The group met on six occasions during which the methodology and analysis of the work being done by the group was decided. A number of relevant personnel with expertise in particular aspects of the health services were also invited to attend some of the meetings.

## ***Terms of Reference.***

1. To review and prioritise the current level of service being provided by the Western Health Board to the islands.
2. To identify gaps in service provision.
3. To make recommendations to address the gaps.
4. To seek to maximise the health and social gain for the island population, in a spirit of equity and quality.

## ***Membership of Committee:***

Dr. Maura O Shea	A/ Director of Public Health, WHB, Chairperson.
Mrs Mary Mc Dermott	Superintendent Public Health Nurse, Galway.
Mrs Louie Solan	Senior Public Health Nurse, Galway.
Mrs Catherine Fitzgibbon	Superintendent Public Health Nurse, Mayo.
Ms. Catherine Duffy	Administrator, GP Unit, WHB.
Dr. Ciaran Mc Loughlin	GP, Clifden, Co. Galway.
Dr. Jeremiah Fogarty	Specialist in Public Health Medicine, WHB

### ***Demography of Island Populations.***

The seven islands which form the basis of this report are under the jurisdiction of the Western Health Board and Galway and Mayo County Councils. They are the three Aran Islands which are Irish speaking and are located off the west coast in Galway Bay . Also included are Inisbofin, Inisturk, Clare Island and Inishbiggle. Table 1 shows the population of the islands at the 1991 Census.

***Table 1. Island Population 1991***

<i>Island</i>	<i>County</i>	<i>Population 1991</i>
★ <i>Inishmore</i>	<i>Galway</i>	836
★ <i>Inismean</i>	<i>Galway</i>	216
★ <i>Inisoirr</i>	<i>Galway</i>	270
<i>Inisbofin</i>	<i>Galway</i>	181
<i>Inisturk</i>	<i>Mayo</i>	78
★ <i>Inishbiggle</i>	<i>Mayo</i>	51
<i>Clare Island</i>	<i>Mayo</i>	137
<b><i>Total</i></b>		<b><i>1769</i></b>

★= Gaeltacht islands

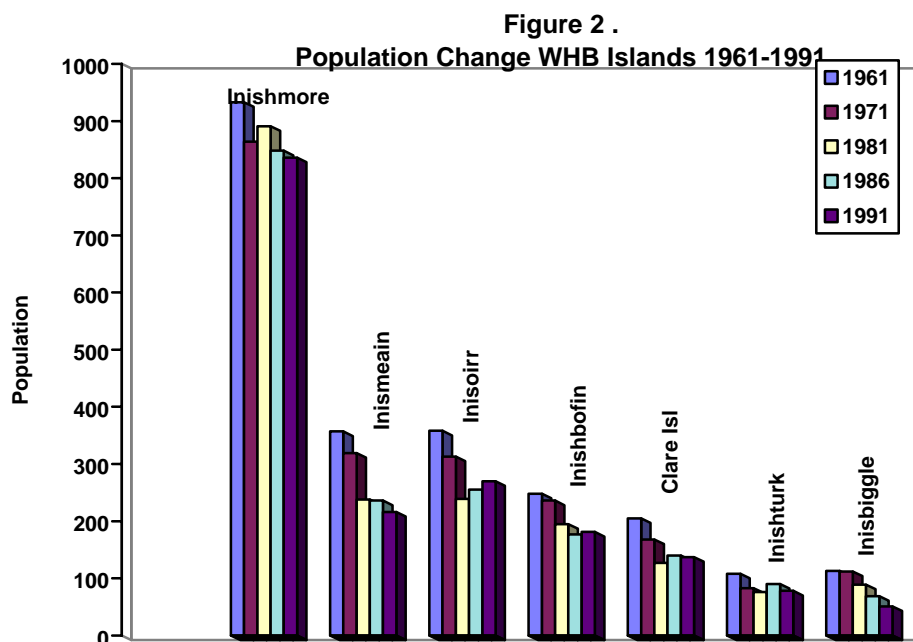
The total island population for the whole country numbered 3015 in 1991, which represented a decline of 35% over the period 1961-1991. The islands serviced by the Western Health Board comprise more than half (59%) of the total island population. (1769). The WHB island population consists of 0.6% of the total population of 291077 of Counties Galway and Mayo.

Within the group of seven islands in the WHB, the populations vary considerably from 836 inhabitants on Inishmore to 51 on Inishbiggle.

The island population of 1769 in 1991 ( Census of Population 1991) represents a decline of 24% from 2322 persons in 1961. Figure 1 illustrates this. All of the islands are characterised by demographic decline but the rate of decline varies significantly from island to island. Generally speaking the rate of decline has been most severe on the smaller islands. Inisoirr has shown an increase in population from 255 in 1986 to 270 in 1991. All islands appear to be affected by the migration of inhabitants off the islands particularly the female population.

***Table 2 Percentage of Island Population by total Population***

<i>County</i>	<i>Total Population 1991</i>	<i>Island Population 1991</i>	<i>Percent living on Islands</i>
<i>Galway</i>	<i>180,364</i>	<i>1503</i>	<i>0.83%</i>
<i>Mayo</i>	<i>110,713</i>	<i>287</i>	<i>0.26%</i>
<b><i>Total</i></b>	<b><i>291077</i></b>	<b><i>1790</i></b>	<b><i>0.54%</i></b>



### *Survey methods.*

The working group met on a number of occasions to discuss the best way to approach the tasks as outlined in the terms of reference. The methods employed to research the needs of the area were:

**1.**

A survey of consumer satisfaction on the level of the health services provided . A random sample of 300 people was selected from the electoral register of islanders and questionnaires were sent by post. Each person received an Irish and an English questionnaire and explanatory letter was also included. Responses were received from 160 people representing 9% of the overall island population.( See samples of the questionnaires in Appendix 1(a) and 1(b).).

**2.**

A survey of health service providers on the islands and managers of the services at community care level. A total of 42 letters were sent to doctors and nurses working on the islands and to heads of relevant disciplines at community care level. (Appendix 2).

**3.**

Qualitative research was carried out on attitudes of island population to health services including their perception of the current provision, the gaps in the services and future needs. Public meetings were held on all the islands at which a minimum of two members of the committee attended. The meetings were conducted as focus groups and information collected was analysed manually.

## ***Presentation of Results.***

The results are presented in the following format:

### ***Section A. - Consumer satisfaction with services provided on the Islands.***

A total of 300 questionnaires were sent out. Specially designed questionnaires were developed to determine levels of consumer satisfaction. The survey technique was shown to be acceptable and reliable and was completed by 160 islanders achieving a response rate of 53% representing 9% of the overall island population.

Each service being provided from within the community care structure were included on the questionnaire although some of these services are available only in the larger centres on the mainland and to varying degrees. In addition comments were invited from the islanders on any other aspect of the health services .

Figure 1 shows the level of satisfaction found for all services and for all islands.

These results must be interpreted with caution however as some of the services are not being provided on the islands and therefore the satisfaction levels may be difficult to determine. Overall there was a high level of satisfaction with the services provided by the GP (72%) and the PHN(68%)

Results of survey of consumer satisfaction of a sample of the island population. These results are presented in tabular form ( Tables 1 to 18 ) by the service provided and are shown by the individual island and by all islands. In each of these responses presented in categories of % satisfied, % not satisfied, % not aware or did not reply.

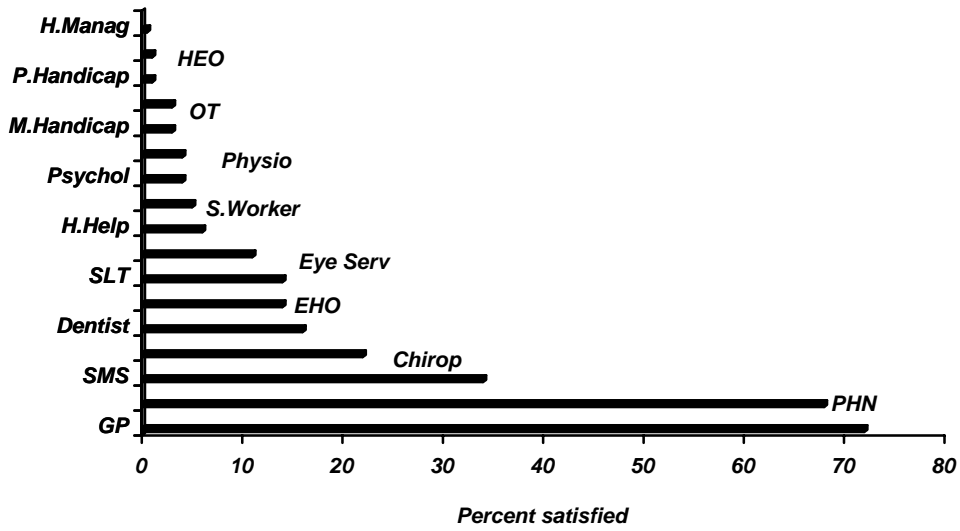
Levels of satisfaction with each service are also presented in Graph form in Appendix 3.

### ***Section B. Views of focus groups, service providers and managers.***

Results in this section address the views of the focus groups on the islands and the responses received from the health service providers on the islands and the managers of the service where relevant.

**Section A - Consumer Satisfaction with Services Provided on the Islands.**

**Figure 1.**  
**Level of satisfaction with services - All Islands**



**Chiropody Service.**

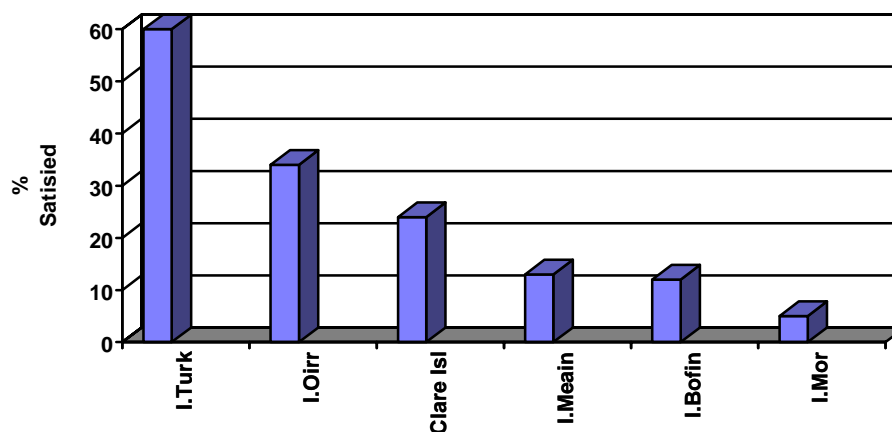
**Table 1 (a) Chiropody service - All Islands**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
22	30	48

**Table 1 (b) Chiropody service - by each island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	5	33	62
<i>Inismeain</i>	19	13	37	50
<i>Inisoirr</i>	35	34	66	0
<i>Inisbofin</i>	14	12	12	76
<i>Inisturk</i>	10	60	20	20
<i>Inisbiggle</i>	19	0	20	80
<i>Clare Island</i>	7	29	21	50
<i>Total</i>	160	22	48	48

**Level of satisfaction with Chiropody services - by Island**



**Community Welfare Service**

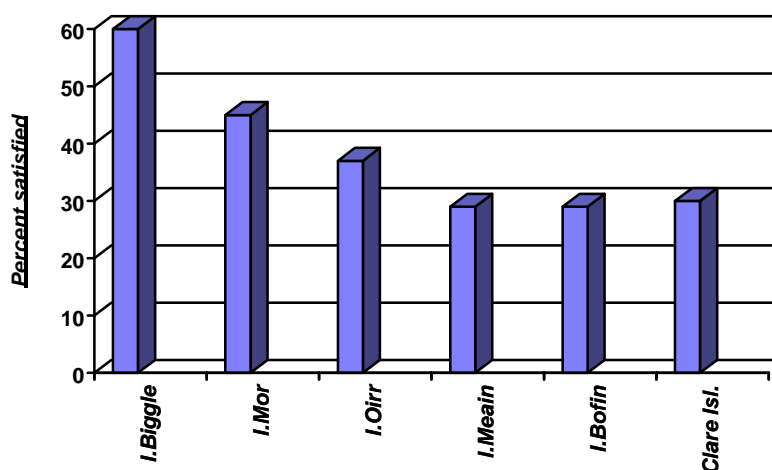
**Table 2(a) Community Welfare - All islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
33	22	45

**Table 2(b) Community Welfare by each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	45	18	36
<i>Inismearin</i>	19	29	17	54
<i>Inisoirr</i>	35	37	20	43
<i>Inisbofin</i>	14	29	12	59
<i>Inisturk</i>	10	30	30	40
<i>Inisbiggle</i>	19	60	40	0
<i>Clare Island</i>	7	0	36	64
<i>Total</i>	160	33	22	45

**No 4. Level of satisfaction with CWO services - by Island**



*Dental Service.*

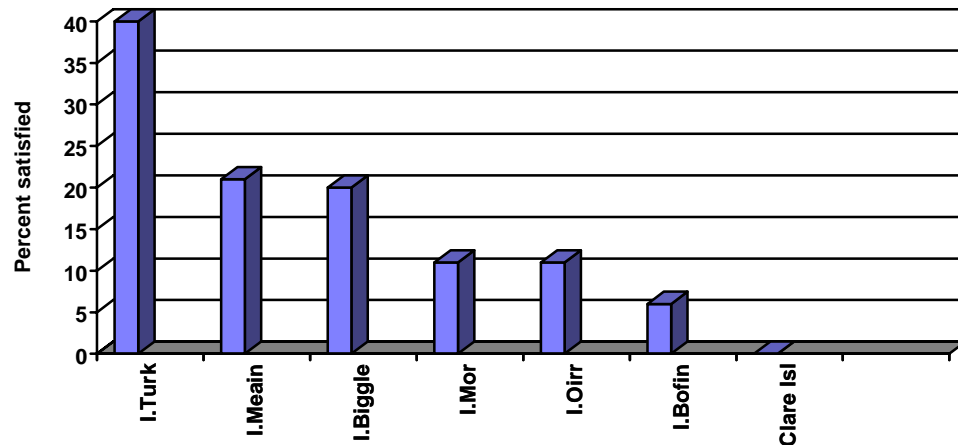
*Table 3(a) Dental Service - All islands.*

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
16	43	41

*Table 3(b) Dental Service by each Island.*

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	11	36	53
<i>Inismain</i>	19	21	33	46
<i>Inisoirr</i>	35	11	40	49
<i>Inisbofin</i>	14	6	41	53
<i>Inisturk</i>	10	40	30	30
<i>Inisbiggle</i>	19	20	60	20
<i>Clare Island</i>	7	0	64	36
<i>Total</i>	160	16	43	41

*Level of satisfaction with Dental services*



*Environmental Health Service.*

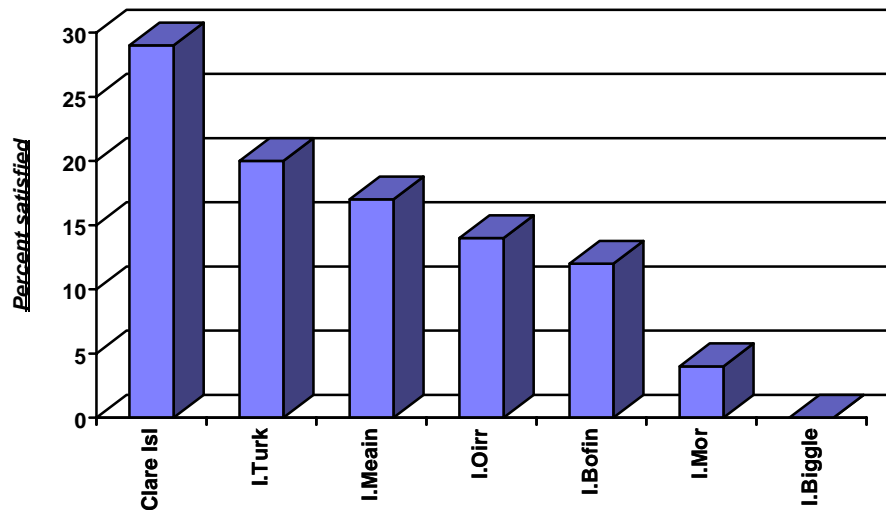
*Table 4(a) Environment Health Service - by all Islands.*

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
14	20	66

*Table 4(b) Environmental Health Service - by each Island.*

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	4	18	78
<i>Inismain</i>	19	17	17	66
<i>Inisoirr</i>	35	14	23	63
<i>Inisbofin</i>	14	12	0	88
<i>Inisturk</i>	10	20	40	40
<i>Inisbiggle</i>	19	0	20	80
<i>Clare Island</i>	7	29	21	50

*No 7. Level of satisfaction with EHO services*



*Eye Service.*

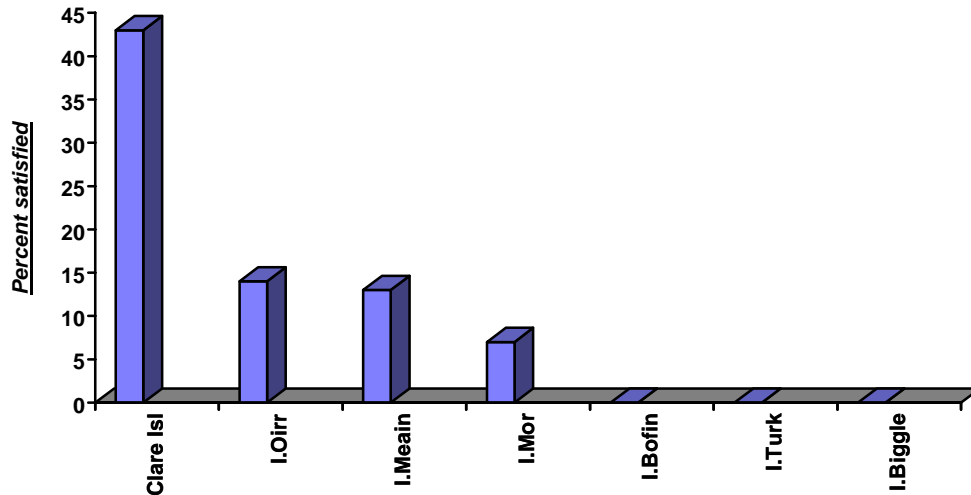
*Table 5(a) Eye Service - All Islands.*

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
11	40	46

*Table 5(b) Eye service - by each Island.*

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	7	27	66
<i>Inismain</i>	19	13	33	54
<i>Inisoirr</i>	35	14	34	52
<i>Inisbofin</i>	14	0	35	65
<i>Inisturk</i>	10	0	80	20
<i>Inisbiggle</i>	19	0	60	40
<i>Clare Island</i>	7	43	14	43
<i>Total</i>	160	11	40	46

*Level of satisfaction with Eye service - by island*



**GP Service.**

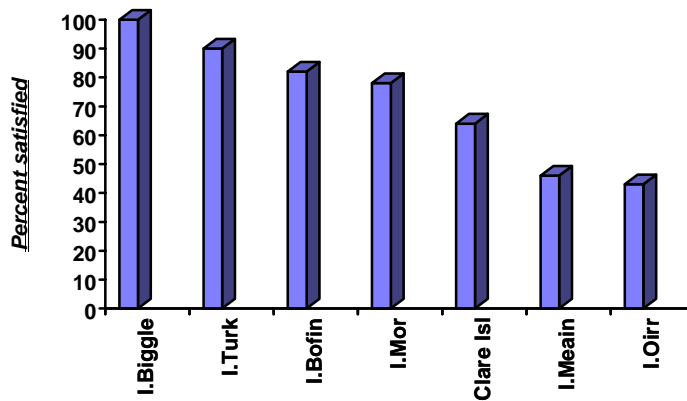
**Table 6(a) GP service - All Islands**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
72	21	7

**Table 6(b) GP service - by each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	78	5	7
<i>Inismain</i>	19	46	50	4
<i>Inisoirr</i>	35	43	49	8
<i>Inisbofin</i>	14	82	6	12
<i>Inisturk</i>	10	90	10	0
<i>Inisbiggle</i>	19	100	0	0
<i>Clare Island</i>	7	64	29	7
<i>Total</i>	160	72	21	7

**No. 1. Level of satisfaction with GP service - by island**



*Health Education Service.*

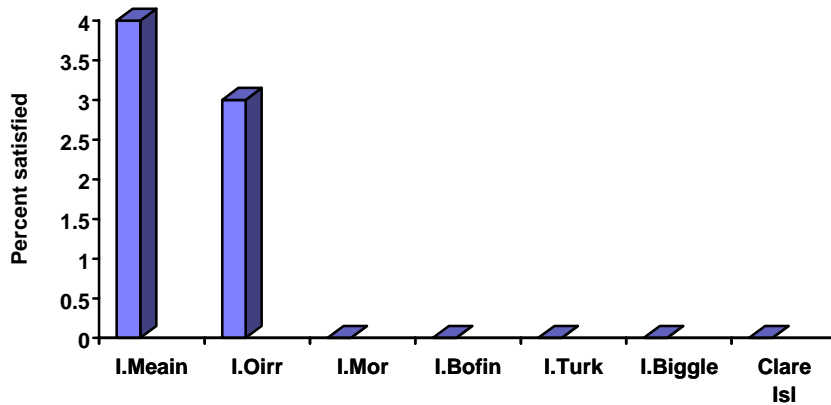
*Table 7(a) Health Education - All Islands.*

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
1	21	78

*Table 7(b) Health Education - by each Island.*

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	0	16	84
<i>Inismain</i>	19	4	21	75
<i>Inisoirr</i>	35	3	26	71
<i>Inisbofin</i>	14	0	0	100
<i>Inisturk</i>	10	0	30	70
<i>Inisbiggle</i>	19	0	20	80
<i>Clare Island</i>	7	0	36	64
<i>Total</i>	160	1	21	78

*No 17. Level of satisfaction with Health Education service - by island*



**Home Help Service.**

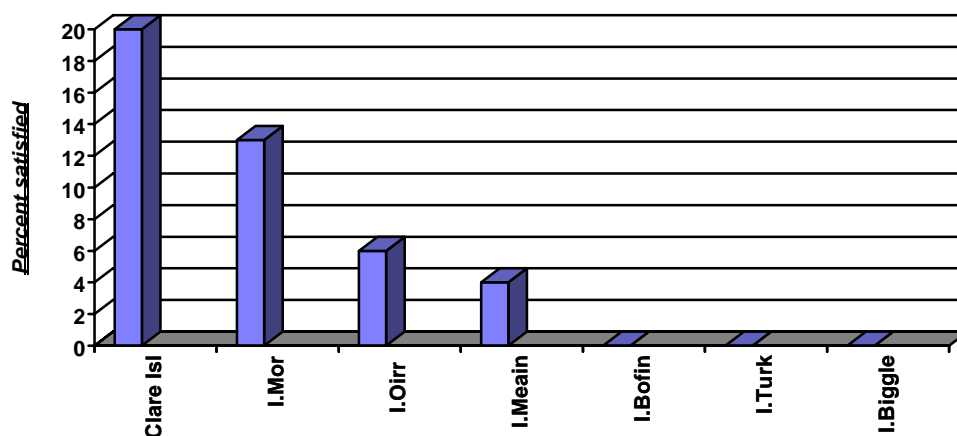
**Table 8(a) Home Help - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
6	17	77

**Table 8(b) Home Help - By each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	13	16	84
<i>Inismain</i>	19	4	21	75
<i>Inisoirr</i>	35	6	26	71
<i>Inisbofin</i>	14	0	0	100
<i>Inisturk</i>	10	0	30	79
<i>Inisbiggle</i>	19	0	20	80
<i>Clare Island</i>	7	20	36	64
<i>Total</i>	160	6	21	78

**Level of satisfaction with Home Help service - by island**



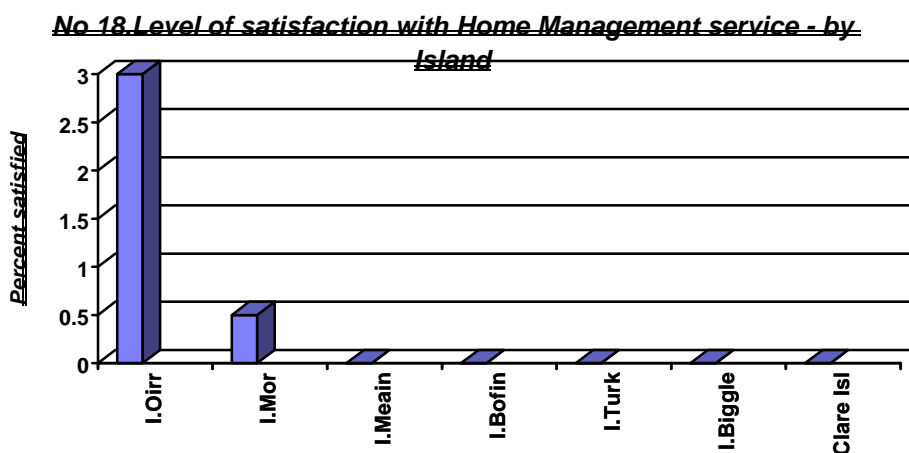
*Home Management Service.*

*Table 9(a) Home Management - All Islands*

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
0.5	12	87.5

*Table 9(b) Home Management - By each Island.*

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	0	7	93
<i>Inismain</i>	19	0	17	83
<i>Inisoirr</i>	35	3	17	80
<i>Inisbofin</i>	14	0	0	100
<i>Inisturk</i>	10	0	10	90
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	0	36	64
<i>Total</i>	160	0.5	12	87.5



**Mental Handicap Service.**

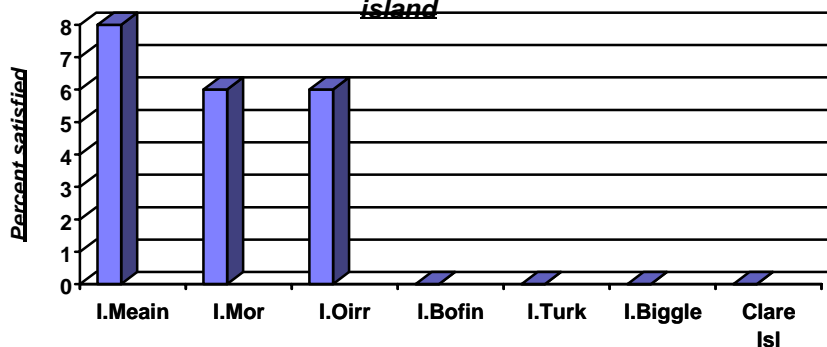
**Table 10(a) Mental Handicap - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
3	9	88

**Table10(b) Mental Handicap - by each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	6	9	85
<i>Inismeain</i>	19	8	13	79
<i>Inisoirr</i>	35	6	11	83
<i>Inisbofin</i>	14	0	0	100
<i>Inisturk</i>	10	0	10	90
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	0	21	79
<i>Total</i>	160	3	9	88

**No 14. Level of satisfaction with Mental Handicap service - by island**



**Occupational Therapy Service.**

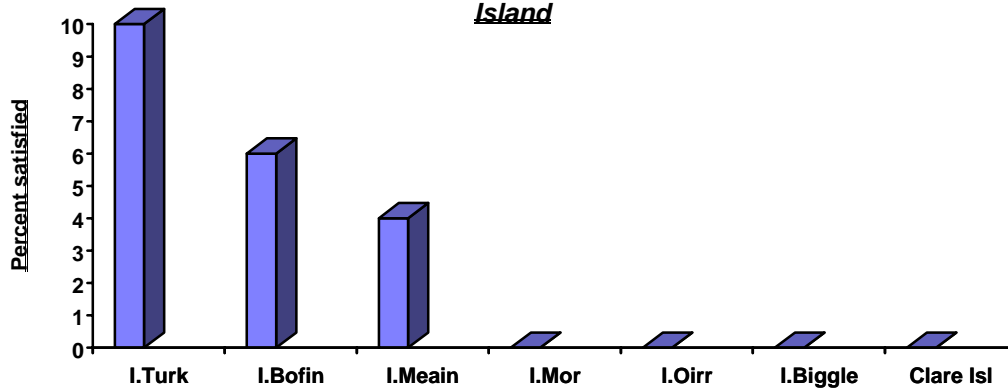
**Table 11(a) Occupational Therapy - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
3	11	86

**Table 11(b) Occupational Therapy - by each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	0	15	85
<i>Inismeain</i>	19	4	13	83
<i>Inisoirr</i>	35	0	11	89
<i>Inisbofin</i>	14	6	0	94
<i>Inisturk</i>	10	10	10	80
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	0	29	71
<i>Total</i>	160	3	11	86

**No 15. Level of satisfaction with Occupational Therapy service - by Island**



**Physical Handicap Service.**

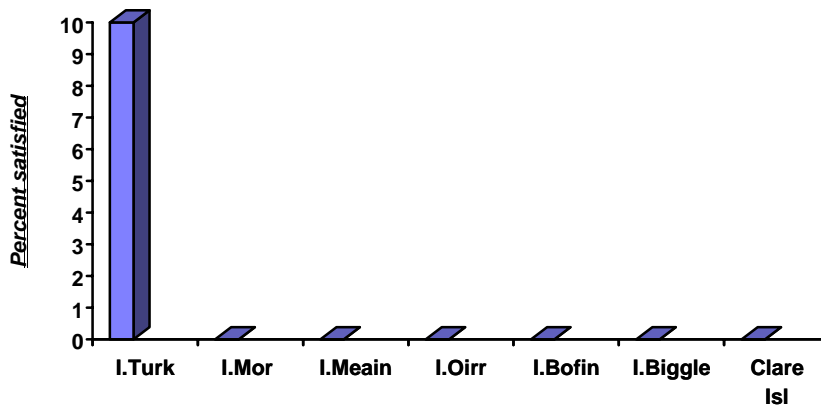
**Table 12(a) Physical Handicap - All Islands**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
1	9	90

**Table 12(b) Physical Handicap - by each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	0	15	85
<i>Inismain</i>	19	0	13	83
<i>Inisoirr</i>	35	0	11	89
<i>Inisbofin</i>	14	0	0	94
<i>Inisturk</i>	10	10	10	80
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	0	29	71
<i>Total</i>	160	1	9	90

**No 16. Level of satisfaction with Physical Handicap service- by Island**



**Physiotherapy Service.**

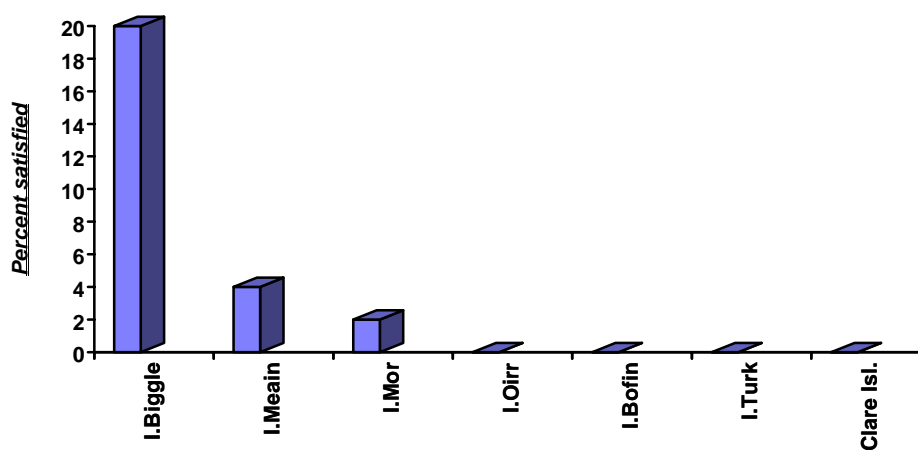
**Table 13(a) Physiotherapy - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
<b>4</b>	<b>18</b>	<b>78</b>

**Table 13(b) Physiotherapy - By each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	2	15	83
<i>Inismeain</i>	19	4	21	75
<i>Inisoirr</i>	35	0	11	89
<i>Inisbofin</i>	14	0	0	100
<i>Inisturk</i>	10	0	50	50
<i>Inisbiggle</i>	19	20	0	80
<i>Clare Island</i>	7	0	20	71
<i>Total</i>	160	4	18	78

**No 13. Level of satisfaction with Physiotherapy service - by island**



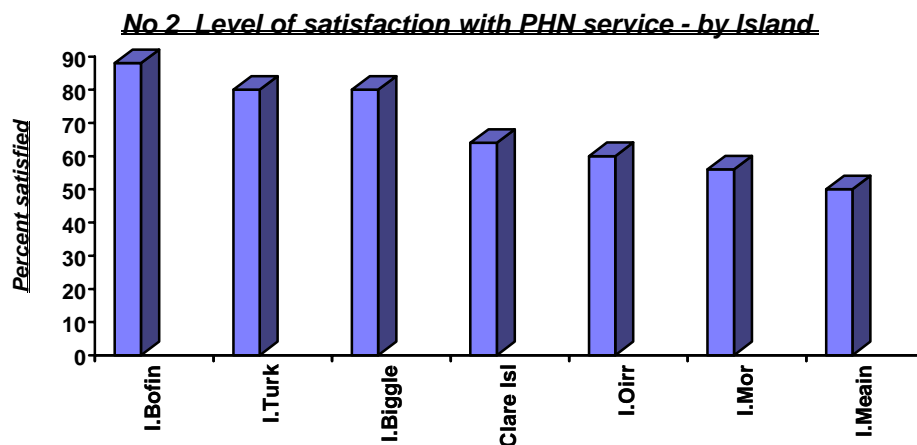
**Public Health Nursing Service.**

**Table 14(a) Public Health Nurse - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
68	13	19

**Table 14(b) Public Health Nurse - By each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	56	4	40
<i>Inismain</i>	19	50	25	25
<i>Inisoirr</i>	35	60	23	17
<i>Inisbofin</i>	14	88	0	12
<i>Inisturk</i>	10	80	10	10
<i>Inisbiggle</i>	19	80	0	20
<i>Clare Island</i>	7	80	29	7
<i>Total</i>	160	68	13	19



**Psychology Service.**

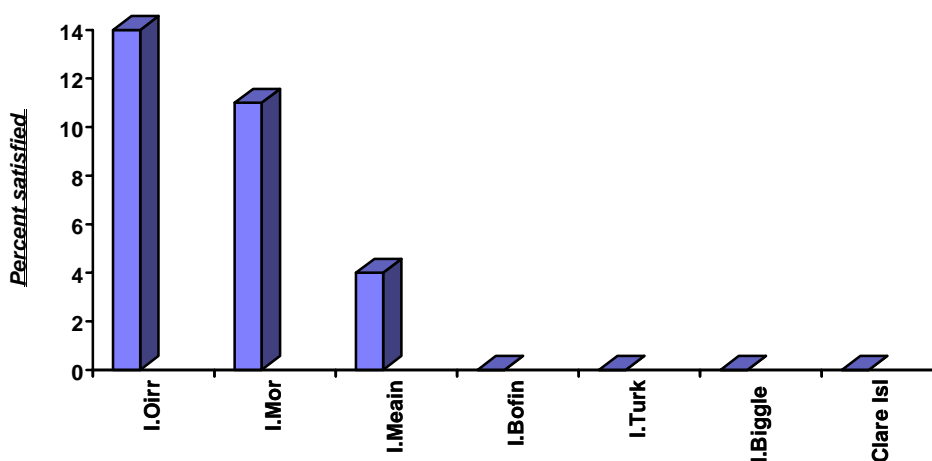
**Table 15(a) Psychology - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
4	9	87

**Table 15(b) Psychology - By each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	11	3	76
<i>Inismain</i>	19	4	13	83
<i>Inisoirr</i>	35	14	14	72
<i>Inisbofin</i>	14	0	6	94
<i>Inisturk</i>	10	0	10	90
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	0	14	86
<i>Total</i>	160	4	9	87

**Level of satisfaction with Psychology service - by island**



*School Medical Service.*

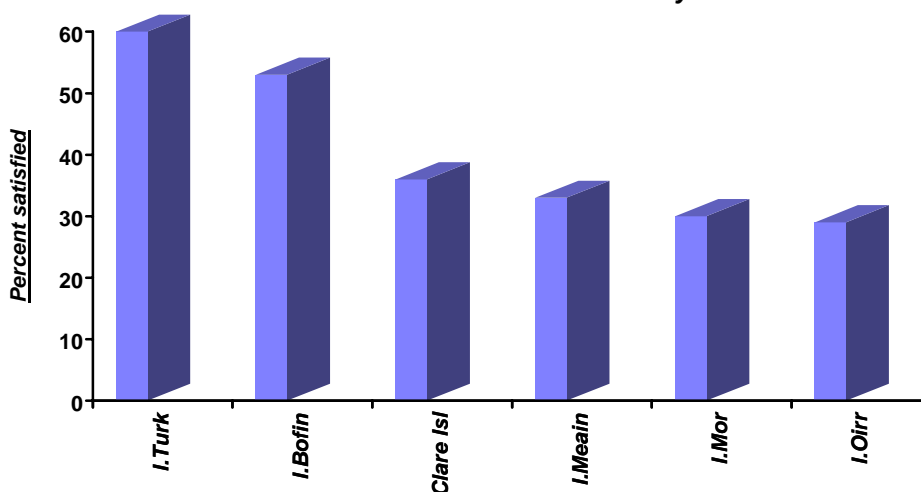
*Table 16(a) School Medical Service - All Islands.*

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
34	10	56

*Table 16(b) School Medical Service by each Island.*

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	30	11	69
<i>Inismeain</i>	19	33	8	59
<i>Inisoirr</i>	35	29	14	57
<i>Inisbofin</i>	14	53	6	41
<i>Inisturk</i>	10	60	10	30
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	36	21	43
<i>Total</i>	160	34	10	56

**No.3. Level of satisfaction with S.M.S. - by Island**



**Social Work Service.**

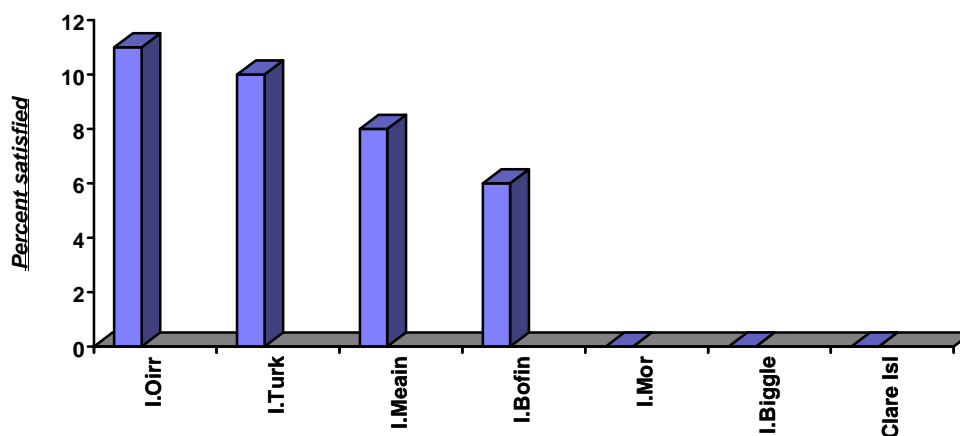
**Table 17(a) Social Work - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
5	21	74

**Table 17(b) Social Work - By Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	0	11	89
<i>Inismeain</i>	19	8	29	63
<i>Inisoirr</i>	35	11	17	72
<i>Inisbofin</i>	14	6	18	76
<i>Inisturk</i>	10	10	20	70
<i>Inisbiggle</i>	19	0	20	80
<i>Clare Island</i>	7	0	29	71
<i>Total</i>	160	5	21	74

**Level of satisfaction with Social Work service - by island**



**Speech and Language Therapy Service.**

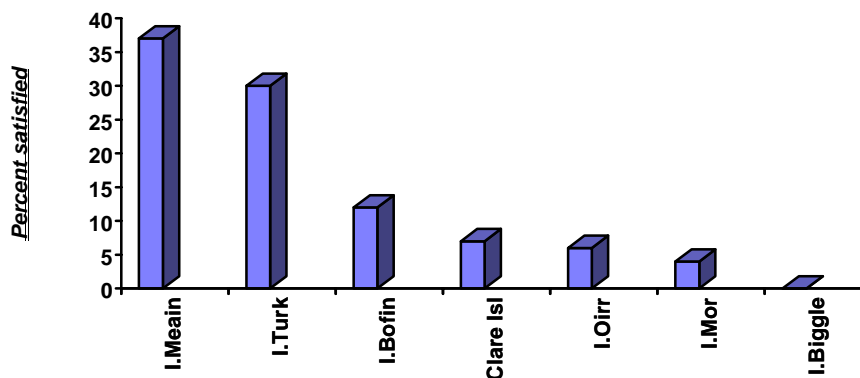
**Table 18(a) Speech and Language Therapy - All Islands.**

<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not aware/Did not respond</i>
14	12	74

**Table 18(b) Speech and Language Therapy by each Island.**

<i>Island</i>	<i>Number of replies</i>	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>% Not Aware/ Did Not Respond</i>
<i>Inishmore</i>	55	4	7	89
<i>Inismeain</i>	19	37	17	46
<i>Inisoirr</i>	35	6	17	77
<i>Inisbofin</i>	14	12	6	82
<i>Inisturk</i>	10	30	10	60
<i>Inisbiggle</i>	19	0	0	100
<i>Clare Island</i>	7	7	29	64
<i>Total</i>	160	14	12	74

**No 8. Level of satisfaction with SLT service - by island**



*Inishmore, Co. Galway.*

*Results Section A.*

The survey of the population of Inishmore yielded responses from 55 inhabitants. This reflected the views of 33% of all those who received the questionnaires (Number = 170).

The level of satisfaction with the health services is shown in Table 1. A high percentage of respondents were either not aware of some services or did not respond to the question. Those services with the highest level of satisfaction were the GP service, PHN services, Community Welfare service and School medical service. These findings probably indicate that the level of satisfaction is based as much on experience of the service as genuine satisfaction with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population.

*Satisfaction with Services.*

*Table 1. Inishmore .*

<i>Service</i>	<i>% satisfied</i>	<i>% Not satisfied</i>	<i>% Not aware or Did not respond</i>
<i>Number replies = 55</i>			
<i>Gen.Practice</i>	78	5	7
<i>P.H.Nursing</i>	56	4	40
<i>School Med.Service</i>	30	11	69
<i>C.W.Office</i>	45	18	36
<i>Chiropody</i>	5	33	62
<i>Dental</i>	11	36	53
<i>E.H.Office</i>	4	18	78
<i>Speech &amp;.L.Therapy</i>	4	7	89
<i>Eye service</i>	7	27	66
<i>Home Help</i>	13	16	84
<i>Soc. Work</i>	0	11	89
<i>Psychology</i>	11	3	76
<i>Physiotherapy</i>	2	15	83
<i>Mental Handicap</i>	6	9	85
<i>Occup. Therapy</i>	0	15	85
<i>Physical. Handicap</i>	0	15	85
<i>H. Education</i>	0	16	84
<i>H. Management</i>	0	7	93

*Satisfaction with Health Centre Facilities.*

The level of satisfaction with the facilities in the Health Centre on Inishmore are shown on Table 2. Waiting time, waiting area comfort and heating were cited as being of least satisfaction on Inishmore.

*Table 2. Inishmore - Health Centre Facilities.*

	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>Not Aware/ Did Not Respond</i>
<i>Access</i>	57	24	19
<i>Cleanliness</i>	65	18	17
<i>Consulting Room</i>	43	39	18
<i>Heating</i>	21	54	15
<i>Comfort</i>	30	52	18
<i>Location</i>	80	2	18
<i>Privacy</i>	52	28	20
<i>Toilet Facilities</i>	68	13	19
<i>Waiting Area</i>	35	50	15
<i>Waiting Time</i>	18	67	15

## **Results Section B**

### ***Views of focus groups, health service providers and managers of services.***

#### **1. Chiropody service**

- ⊘ Service non-existent, has been withdrawn.
- ⊘ Service identified as being badly needed, especially for elderly population and diabetics.

#### **2. Community Welfare service.**

- ⊘ Insufficient information available to residents in relation to eligibility for financial entitlements.
- ⊘ Health service providers on the islands reported satisfaction with this service.

#### **3. Dental service**

- ⊘ Service provided on Inishmore for the three islands fortnightly for children, adults relief of pain.
- #
- ⊘ Fluoride mouth rinsing service provided by PHN on three islands fortnightly
  
- ⊘ No adult service except for relief of pain and only to GMS patients.
  
- ⊘ No service for pupils at second level schools.( no different to mainland )
- #
- ⊘ No service for non GMS patients (no different to mainland, except that access to private dentist not possible on island ).
  
- ⊘ A three year dental health action plan will be developed and will include:
  - ✓ a service for secondary school children
  - ✓ a service for adults
  - ✓ a fluoride mouth rinsing service for secondary school children

#### **4. Environmental Health service.**

- ⊘ Service provided by the EHO is satisfactory.
- #
- ⊘ Main area of concern is the inadequate water supply during the summer months.

#### **5. Eye service.**

- #
- ⊘ Infrequent service for school children but good when provided.
- #
- ⊘ No adult service and no Optician service
- #

⊘ Screening service for adults particularly for the detection of glaucoma requested by health service providers. This service could be carried out by public health nurses who would need to be specifically trained.

#

#### **6. General Practice service.**

⊘ Excellent care and commitment provided by the General Practitioner.

⊘ Requests by focus groups for dedicated clinics for special groups ex. elderly, children.

#

⊘ Waiting times at clinics too long, evening clinics and appointment system requested by those who work.

⊘ Appointment of extra GP agreed and undertaken in Summer 1996 to cater for the increase in population in summer months by 250%.

⊘ Emergency transport/ Ambulance services totally inadequate or non-existent. WHB transport not suitable for carrying stretchers

#

⊘ Emergency equipment totally inadequate - needs updating and upgrading.

#### **7. Health Education service**

⊘ Need for health promotion / life skills programmes for adolescents in relation to alcohol/drugs misuse, sexual activity and depressive illnesses.

#

⊘ Request for input from a youth leader to introduce a neighbourhood youth project to be provided.

#

⊘ All health care providers should have a role in health promotion as an explicit part of job description - views of Senior Health education officer.

#

⊘ Not possible for HE department to provide individual health education programmes, but information provided as requested, workshops and summer schools held.

#### **8. Home Help service.**

⊘ Inadequate service.

#

⊘ Payment should be provided for carers who are relatives as island population are mostly related in some way to each other and it is often difficult to recruit carers who are not related to the person receiving the service.

#

⊘ Gaps exist in the information available to the public.

#### **9. Home Management service.**

☞ Service non-existent.

#

☞ No information available to the public.

#

☞ Suggest appointment of HMA dedicated to the islands- Bilingual service

#

☞ Development of resource materials suggested i.e. videos, booklets

#

☞ Improve links.

#### ***10. Mental Handicap service.***

☞ No service on the island.

#

#### ***11. Occupational Therapy service.***

☞ Inadequate/ no home assessments carried out.

#

☞ No information on the service

#

☞ Service needed for adults and children.

#### ***12. Physical Handicap service.***

☞ Inadequate.

#### ***13. Physiotherapy service***

#

☞ Inadequate/non-existent.

☞ Rehabilitation services need to be developed.

#

☞ Ante-natal classes should be provided.

#### ***14. Public Health Nursing service.***

☞ Excellent commitment and service.

#

☞ Job description too broad.

#

☞ Inadequate resources in terms of equipment, communications and transport/ambulance.

#### ***15. Psychology service.***

€# Inadequate, particularly in the recent past with increasing demands.

#

€# Travel vouchers should be introduced for clients to travel to mainland.

#

€# No general purpose room at health centre.

€# Additional allocation should be made in budget for cost of travel to island.

#### ***16. School Medical service.***

€# Overall satisfaction with the service but needs to be more frequent.

#### ***17. Social Work service.***

€# Assessments done on request, follow up of problem families restricted and lack of skills on the island to deal with social problems.

#### ***18. Speech and Language Therapy service.***

€# Recent appointment of Irish speaking SLT, greeted with approval.

#

€# Very satisfied with service now.

### ***Other services***

#### ***19. Ante-natal care***

€# A contribution toward accommodation costs should be made for pregnant mothers who have to stay in Galway for up to two weeks before confinement.

#### ***20. Health centre***

€# Overall frustration with health centre by focus groups and health service providers.

#

€# Access - inaccessible for stretchers, wheel - chair bound, disabled people or buggies - doors and corridors too narrow.

#

€# Floor covering torn and dangerous, tarmacadaming uneven and dangerous.

#

€# No tea making facilities.

#

€# Waiting room too small.

#

€# Consulting room too small / no changing facilities .

#

€# Heating inadequate.

#

☞ Toilet facilities poor.

#

☞ Dental clinic inaccessible for physically disabled.

#

**21. Psychiatric service**

☞ Once a month service perceived by some to be inadequate, video link impersonal.

*Inishmaan, Co. Galway.*

**Results Section A .**

**Satisfaction with Services.**

Forty three questionnaires were sent out to the adults living on Inishmaan, and replies were received from twenty four people and analysis was carried on the views of 19 people representing the views of 44% of those who received the questionnaires. The level of satisfaction with the health services is shown in Table 1. The highest level of satisfaction was expressed in relation to the PHN service, the GP service and the CWO and School Medical service. Again satisfaction is obviously related to the availability or otherwise of a particular. In other words most people on the island would have availed of the services of the Public Health Nurse and the GP at some stage of their lives. These findings probably indicate that the level of satisfaction is based as much on experience of the service as genuine satisfaction with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population.

**Table 1. Inishmaan Island.**

<b>Service Number replies = 19</b>	<b>% satisfied</b>	<b>% Not satisfied</b>	<b>%Not aware or Did not respond</b>
<b>Gen.Practice</b>	46	50	4
<b>P.H.Nursing</b>	50	25	25
<b>School Med.Service</b>	33	8	59
<b>C.W.Office</b>	29	17	54
<b>Chiropody</b>	13	37	50
<b>Dental</b>	21	33	46
<b>E.H.Office</b>	17	17	66
<b>Speech &amp;.L.Therapy</b>	37	17	46
<b>Eye service</b>	13	33	54
<b>Home Help</b>	4	21	75
<b>Soc. Work</b>	8	29	63
<b>Psychology</b>	4	12	83
<b>Physiotherapy</b>	4	21	75
<b>Mental t. Handicap</b>	8	13	79
<b>Occup. Therapy</b>	4	13	83
<b>Physical. Handicap</b>	0	13	83
<b>H. Education</b>	4	21	75
<b>H. Management</b>	0	17	83

**Satisfaction with Health Centre Facilities.**

The level of satisfaction with the facilities in the Health Centre on Inishmaan is shown on Table 2. Waiting time, lack of privacy and lack of comfort were the areas causing most dissatisfaction among those studied.

**Table 2. Inishmaan Health Centre Facilities.**

	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>Not Aware/ Did Not Respond</i>
<i>Access</i>	75	4	21
<i>Cleanliness</i>	83	17	0
<i>Consulting Room</i>	79	21	0
<i>Heating</i>	71	29	0
<i>Comfort</i>	50	42	8
<i>Location</i>	75	21	4
<i>Privacy</i>	54	46	0
<i>Toilet Facilities</i>	67	29	4
<i>Waiting Area</i>	67	33	0
<i>Waiting Time</i>	54	46	0

**Results Section B.**

**Views of focus groups, health service providers and managers of the services.**

**1. Chiropody service.**

€# No service since 1994, lack of a service highlighted by health service providers as being a serious problem for the elderly and house bound.

#

€# Public health nurse has attended to foot health of some patients on occasions.

**2. Community welfare service**

€# Satisfactory service

**3. Dental service**

€# No dental clinic on the island, patients travel to Inishmore for treatment, travel to Inishmore paid for the child undergoing treatment and one accompanying adult.

€# Fluoride mouth rinsing service provided by PHN on three islands fortnightly

€# No adult service except for relief of pain and only to GMS patients.

€# No service for pupils at second level schools.( no different to mainland )

#

∅# No service for non GMS patients (no different to mainland, except that access to private dentist not possible on island ).

Three year dental health action plan will be developed and will include:

- ✓ a service for secondary school children
- ✓ a service for adults
- ✓ a fluoride mouth rinsing service for secondary school children

#### ***4. Environmental Health service.***

∅# Service provided by the EHO is satisfactory.

#

#### ***5. Eye service***

∅# Service to the island was described as being inadequate

#

∅# Screening for pre-school and school children only provided.

### **6. General Practice service**

- ⊘# Fortnightly service provided to the island not sufficient particularly when the doctor is unable to travel on the designated day due to inclement weather.
- # (The appointment of an additional GP on the islands has relieved this situation).
- #
- ⊘# Emergency transport/ Ambulance services totally inadequate or non-existent. WHB transport not suitable for carrying stretchers ( ? insured).
- ⊘# Better communication systems required for PHN to include car conversion kit.
- #
- ⊘# Emergency equipment totally inadequate - needs updating and upgrading.

### **7. Health Education service**

- ⊘# Service non-existent, islanders had no knowledge or information about this service.
- #
- ⊘# All health care providers should have a role in health promotion as an explicit part of job description - views of Senior HEO.
- #
- ⊘# Not possible for HE department to provide individual health education programmes, but information provided as requested, workshops and summer schools held.

### **8. Home Help service**

- ⊘# Inadequate service.
- #
- ⊘# Payment should be considered for carers who are relatives as island population are mostly related in some way to each other - not possible to recruit carers who are not related.
- #
- ⊘# Gaps exist in the information available to the public.

### **9. Home Management service**

- ⊘# Service non-existent.
- #
- ⊘# No information available to the public.
- #
- ⊘# Suggest appointment of HMA dedicated to the islands- Bilingual service
- #
- ⊘# Development of resource materials suggested i.e. videos, booklets
- #
- ⊘# Improve links.

**10. Mental Handicap service**

⊘ No service on the island.

**11. Occupational Therapy service**

⊘ No service on the island.

**12. Physical Handicap service.**

⊘ No service on the island.

**13. Public Health Nursing service.**

⊘ Excellent commitment and service with 24 hour a day on call.

#

⊘ Job description too broad.

#

⊘ Inadequate resources in terms of equipment, communications and transport.

#

⊘ New ambulance badly needed.

**14. Psychology service**

⊘ No comments made on this service by residents , no information available to them.

⊘ Travel vouchers should be introduced for clients to travel to mainland (health service provider)..

#

⊘ No general purpose room at health centre (health service provider).

#

⊘ Job description of Psychologist should include a minimum commitment of 1-2 days/term(health service provider).

**15. School Medical service.**

⊘ Perceived by residents as being an adequate service.

**16. Social Work service.**

No comment on this service.

**17. Speech and Language Therapy service.**

⊘ Recent appointment of Irish speaking SLT, greeted with approval.

**Other services.**

**18. Health Centre.**

⊘# Inadequate facilities.

#

⊘# Waiting room too small.

#

⊘# Lack of privacy for patients in consulting room

#

⊘# Toilet facilities not satisfactory.

**19. Psychiatric services.**

Regular visits by Registrar and CPN provide a satisfactory service.

**20. Dietetic service.**

Much needed on the island.

**21. Nursing Home**

Much needed on the island, homes on mainland are generally English speaking only.

**22. Hospital Appointments.**

⊘# Hospital staff and managers need education on the special needs of island population in terms of:

✓ Transport difficulties

✓ Accommodation problems and costs

✓ Dispensing of drugs and medicines.

*Inisheer, Co. Galway.*

*Results Section A.*

*Satisfaction with Services.*

Thirty five questionnaires were returned from 54 people living on Inisheer who had received them giving a response rate of 65%. The level of satisfaction with the health services is shown in Table 1. The highest level of satisfaction was shown to be the PHN and GP services while the lowest satisfaction rating was found to be the Occupational Therapy service and service for Physically handicapped persons. Again

satisfaction is obviously related to the availability or otherwise of a particular service. In other words most people on the island would have availed of the services of the Public Health Nurse and the GP at some stage of their lives. These findings probably indicate that the level of satisfaction is based as much on experience of the service as genuine satisfaction with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population.

**Table 1. Level of satisfaction with the services/ Inisheer.**

<i>Service Number replies = 35</i>	<i>% satisfied</i>	<i>% Not satisfied</i>	<i>%Not aware or Did not respond</i>
<i>Gen.Practice</i>	43	49	8
<i>P.H.Nursing</i>	60	23	17
<i>School Med.Service</i>	29	14	57
<i>C.W.Office</i>	37	20	43
<i>Chiropody</i>	34	66	0
<i>Dental</i>	11	40	49
<i>E.H.Office</i>	14	23	63
<i>Speech &amp;.L.Therapy</i>	6	17	77
<i>Eye service</i>	14	34	52
<i>Home Help</i>	6	26	71
<i>Soc. Work</i>	11	17	72
<i>Psychology</i>	14	14	72
<i>Physiotherapy</i>	0	11	89
<i>Mental t. Handicap</i>	6	11	83
<i>Occup. Therapy</i>	0	11	89
<i>Physical. Handicap</i>	0	11	89
<i>H. Education</i>	3	26	71
<i>H. Management</i>	3	17	80

**Satisfaction with Health Centre Facilities.**

The level of satisfaction with the health centre facilities on Inisheer is shown on Table 2. Lack of privacy, waiting time and the waiting area were highlighted as areas of dissatisfaction.

**Table 2. Level of Satisfaction with Health Centre Facilities/Inisheer.**

	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>Not Aware/ Did Not Respond</i>
<i>Access</i>	54	23	23
<i>Cleanliness</i>	80	0	20
<i>Consulting Room</i>	46	31	23
<i>Heating</i>	51	23	26
<i>Comfort</i>	40	37	23

<i>Location</i>	49	23	28
<i>Privacy</i>	29	54	17
<i>Toilet Facilities</i>	46	31	23
<i>Waiting Area</i>	40	40	20
<i>Waiting Time</i>	26	54	20

***Results Section B.***

*The views of focus groups, health service providers and managers of the services.*

***1. Chiropody service.***

∅# Service non-existent, with a number of referrals made by the PHN.

#

∅# Service requested at least on a six monthly basis.

***2. Community Welfare service.***

∅# Adequate service, no complaints.

***3. Dental service.***

∅# No dental clinic on the island, patients travel to Inishmore for treatment, travel to Inishmore paid for the child undergoing treatment and one accompanying adult.

∅# Fluoride mouth rinsing service provided by PHN on three islands fortnightly

∅# No adult service except for relief of pain and only to GMS patients.

∅# No service for pupils at second level schools.( no different to mainland )

#

∅# No service for non GMS patients (no different to mainland, except that access to private dentist not possible on island ).

⊘# A three year dental health action plan will be developed and will include:

- ✓ a service for secondary school children
- ✓ a service for adults
- ✓ a fluoride mouth rinsing service for secondary school children.

#### **4. Environmental Health service.**

⊘# Residents expressed concern at delays in water testing and in reports being made available to the public.

#

⊘# Water quality in Inisheer has been causing serious problems in 1996 with excess Sodium present in supplies.

#### **5. Eye service.**

⊘# Service to the island was described as being inadequate

#

⊘# Screening for pre-school and school children only provided.

#

⊘# Need expressed for the introduction of screening for eye conditions in the adult population ex. glaucoma.

#### **6. General Practice service.**

⊘# Residents expressed appreciation and satisfaction with the commitment and skill of the doctor, but were very unhappy with the level of service provided.

⊘# A fortnightly GP service provided to the island was considered not sufficient to meet the needs of the islanders, particularly when the doctor is unable to travel on the designated day due to inclement weather. The appointment of an additional GP on the islands has relieved this situation and has resulted in a weekly service for the inhabitants of Inisheer.

#

⊘# Emergency transport/ Ambulance services totally inadequate or non-existent. WHB transport not suitable for carrying stretchers .

⊘# Better communication systems were requested for the PHN.

#

⊘# The emergency equipment was considered to be totally inadequate and in need of updating and upgrading.

⊘# Visits should be carried out by a GP to the island in emergencies, or at the very least the PHN should be able to contact a doctor at all times for professional advice in emergency situations.

**7. Health Education service.**

☞ Service non-existent, islanders had no knowledge or information about this service.

#

☞ All health care providers should have a role in health promotion as an explicit part of job description - views of Senior HEO.

#

☞ Not possible for HE department to provide individual health education programmes, but information provided as requested, workshops and summer schools held.

**8. Home Help service**

☞ Inadequate service.

#

☞ Payment should be considered for carers who are relatives as island population are mostly related in some way to each other - not possible to recruit carers who are not related.

#

☞ Gaps exist in the information available to the public.

**9. Home Management service**

☞ Service non-existent.

#

☞ No information available to the public.

#

☞ Suggest appointment of HMA dedicated to the islands- Bilingual service

#

☞ Development of resource materials suggested i.e. videos, booklets

#

☞ Improve links.

**10. Mental Handicap service**

☞ No service on the island.

**11. Occupational Therapy service**

☞ One visit made at the request of the PHN. No further visits possible at present.

# .

☞ Definite need for a service expressed

**12. Physical Handicap service.**

€# No service on the island.

#

**13. Physiotherapy service.**

€# One visit, the first for many years was made in 1996, at the request of the PHN.

#

€# Definite need for a service.

**14. Public Health Nursing service.**

€# Residents very happy with nursing service, particularly the permanent nurses.

#

€# Reservation expressed related to some nurses not being fluent Irish speakers.

#

€# Lack of continuity in nursing personnel causes some concern.

#

€# Suggestions include provision of mobile phone with car conversion kit and answering machine should be provided.

#

€# Doctors should be contactable at all times by operating a rota system with mainland doctors.

#

€# Health Board employed PHN should not be expected to look after students attending Irish Colleges on the island (up to 300 teenagers at a time).

€# Nurses transport which doubles as an ambulance needs replacing, and clarification needed as to responsibilities/duties of health board staff in transporting patients.

**15. Psychology service.**

€# No views expressed by the residents about this service no information available to them.

#

€# Travel vouchers should be introduced for clients to travel to mainland (health service provider).

#

€# No general purpose room at health centre (health service provider).

#

**16. School Medical service.**

€# Adequate service, no gaps identified.

**16. Social Work service.**

No comment on this service.

**17. Speech and Language Therapy service.**

☞ Recent appointment of Irish speaking SLT, greeted with approval.

***Other services.***

**18. Health Centre.**

☞ Inadequate facilities, inaccessible

#

☞ Waiting room too small.

#

☞ Lack of privacy for patients in consulting room, no screen.

#

☞ Toilet facilities poor location and not satisfactory.

☞ Heating inadequate.

#

☞ Medical equipment inadequate

#

☞ No pharmacy on island.

**19. Psychiatric services.**

Regular visits by Registrar and CPN provide a satisfactory service for some, while a minority felt it to be not adequate.

***Inisbofin ,Co. Galway.***

**Results Section A.**

**Satisfaction with Services.**

Seventeen questionnaires were returned from the 36 people on Inisbofin who received them giving a response rate of only 47%. The level of satisfaction with the health services is shown in Table 1. The highest level of satisfaction was found to be as expected the PHN and GP service. People either were not aware or did not respond to questions relating to five services i.e. Health Education, Home Management, Physiotherapy, Mental Handicap and Home Help. These findings probably indicate that the level of satisfaction is based as much on experience of the service as genuine satisfaction with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population.

**Table 1. Level of satisfaction with services / Inisbofin .**

<i>Service Number replies =17</i>	<i>% satisfied</i>	<i>% Not satisfied</i>	<i>%Not aware or Did not respond</i>
<i>Gen.Practice</i>	82	6	12
<i>P.H.Nursing</i>	88	0	12
<i>School Med.Service</i>	53	6	41
<i>C.W.Office</i>	29	12	59
<i>Chiropody</i>	12	12	76
<i>Dental</i>	6	41	53
<i>E.H.Office</i>	12	0	88
<i>Speech &amp;.L.Therapy</i>	12	6	82
<i>Eye service</i>	0	35	65
<i>Home Help</i>	0	0	100
<i>Soc. Work</i>	6	18	76
<i>Psychology</i>	0	6	94
<i>Physiotherapy</i>	0	0	100
<i>Mental t. Handicap</i>	0	0	100
<i>Occup. Therapy</i>	6	0	94
<i>Physical. Handicap</i>	6	0	94
<i>H. Education</i>	0	0	100
<i>H. Management</i>	0	0	100

***Satisfaction with Health Centre Facilities.***

The level of satisfaction with the health centre facilities on Inisbofin is shown on Table 2. Poor heating and lack of privacy were highlighted by almost half of the respondents as being unsatisfactory.

***Table 2. Level of Satisfaction with Health Centre Facilities/Inisbofin.***

	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>Not Aware/ Did Not Respond</i>
<i>Access</i>	82	18	0
<i>Cleanliness</i>	82	18	0
<i>Consulting Room</i>	65	35	0
<i>Heating</i>	53	47	0
<i>Comfort</i>	65	35	0
<i>Location</i>	94	6	0
<i>Privacy</i>	53	47	0
<i>Toilet Facilities</i>	88	12	0
<i>Waiting Area</i>	77	23	0
<i>Waiting Time</i>	77	23	0

***Results Section B.***

*The views of focus groups, health service providers and managers of the services.*

***1. Chiropody service***

€# Inadequate service, once a year only.

#

€# A service needed at least twice a year.

***2. Community Welfare service.***

€# Visits take place when needed.

#

€# Recommendation from health service provider that review of medical cards for the island should take place at the end of July, thus allowing the CWO to visit the island by the 2nd week in August when weather is suitable.

***3. Dental service.***

€# Secondary school children must also pay the cost of travel. Fluoride mouth rinsing not carried out on the island by the PHN - this is recommended. No adult service except for relief of pain and only to GMS patients.

€# No service for pupils at second level schools.( no different to mainland )

#

€# No service for non GMS patients (no different to mainland, except that access to private dentist not possible on island ).

☞ A three year dental health action plan will be developed and will include:

- ✓ a service for secondary school children
- ✓ a service for adults
- ✓ a fluoride mouth rinsing service for secondary school children

#

☞ School screening carried out by Health Board dentists regularly.

#

☞ No treatment facilities on the island, patients must travel to Clifden.

#

☞ Cost of travel and accommodation prohibitive for adults accompanying children, and is in some instances up to £60, excluding meals. Transport costs should be paid by the WHB as is the case for adults accompanying children from the Aran islands to the mainland clinics.

#

Minimum dental care should be provided on the island (view of health service manager).

#### **4. Environmental Health service**

☞ A concerted effort should be made to address the problems of rodent infestation and inadequate water supply.

#### **5. Eye service.**

☞ No service for adults with or without medical cards

#

☞ School screening of children only provided

#

☞ A need for an adult screening service for glaucoma for islanders unable to travel.

#### **6. General Practice service.**

☞ Excellent care and commitment provided by the GP.

#

☞ Hours of GP on island felt not to be adequate- should travel on earlier boat.

#

☞ When GP unable to carry out fortnightly visit, the services of a helicopter should be available.

#

☞ Computerised network needed between island, hospital labs, x-ray.

#

☞ Difficulty in securing locum cover for the GP. The services of the Western Health Board's GP unit would be of undoubted assistance in this area .

#

☞ Variations in the level of provision of helicopter service to Inisbofin were outlined by the health service providers on the island. In some instances the Air Corps helicopter service insists on the recommendations of the permanent GP to the

island before they will agree to provide a service. This is not always feasible and can cause difficulties.

#

⊘# A recommendation was made that consideration should be given to securing the services of Shannon Air Sea rescue for Inisbofin as is provided on the Aran islands.

#

⊘# Assistant GP required for the island.

### ***7. Health Education service***

⊘# Service non-existent, islanders had no knowledge or information about this service.

#

⊘# All health care providers should have a role in health promotion as an explicit part of job description - views of Senior HEO.

#

⊘# Not possible for HE department to provide individual health education programmes, but information provided as requested, workshops and summer schools held.

### ***8. Home Help service***

⊘# Inadequate service.

#

⊘# Payment should be considered for carers who are relatives as island population are mostly related in some way to each other - not possible to recruit carers who are not related.

#

⊘# Gaps exist in the information available to the public.

### ***9. Home Management service***

⊘# Service non-existent.

#

⊘# No information available to the public.

#

⊘# Suggest appointment of HMA dedicated to the islands- Bilingual service

#

⊘# Development of resource materials suggested i.e. videos, booklets

#

⊘# Improve links.

### ***10. Mental Handicap service***

⊘# No service on the island.

### ***11. Occupational Therapy service***

⊘ No service on the island.

#

⊘ Highlighted at the public meeting as being much needed.

**12. Physical Handicap service.**

⊘ No service on the island.

**13. Physiotherapy service.**

⊘ No service provided.

#

#

**# 14. Public Health Nursing service.**

#

⊘ PHN provides an excellent service and is on call 24 hours a day.

#

⊘ Job description of PHN very broad, has a very responsible brief.

#

⊘ Locum PHNs are often inexperienced and unsure of themselves.

#

⊘ Not enough emphasis on health education (view of health service provider).

#

**# 15. Psychology service.**

#

⊘ No views expressed by the residents about this service no information available to them.

⊘ Travel vouchers should be introduced for clients to travel to mainland (health service provider)..

#

⊘ No general purpose room at health centre (health service provider).

#

⊘ No referrals from Inisbofin.

#

⊘ Job description of Psychologist should include a minimum commitment of 1-2 days/term(health service provider).

#

**# 16. School Medical service.**

#

⊘ Adequate service, no adverse comments.

#

**# 17. Social Work service.**

#

⊘ Occasional visits to the island - adequate service.

#

**# 18. Speech and Language Therapy service.**

#

⊘ No comments on this service.

#

**# Other services.**

#

**# 19. Health Centre.**

#

# Inaccessible for stretchers / wheelchairs - Doors need to be widened and ramps provided.

#

**# 20. Residential facilities for the elderly.**

#

☞ A recommendation that three purpose built units be built near the presbytery - public were advised to form a social service council to pursue funding etc.,

#

**21. Ante-natal care**

☞ Accommodation costs should be paid for pregnant mothers who have to stay in Galway for up to two weeks before confinement.

#

☞ Emergency equipment should be provided on the island for unexpected/premature deliveries eg. an incubator.

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**Results Section A.**

***Satisfaction with Services.***

10 questionnaires were returned from 15 people on Inisheer Turk who received them giving a response rate of 67%. The level of satisfaction with the health services is shown in Table 1. The highest satisfaction rating for Inisheer Turk was found to be the GP, PHN and Chiropody service while the lowest level of satisfaction was shown as the Eye service and Physiotherapy. These findings probably indicate that the level of satisfaction is based as much on experience of the service as genuine satisfaction with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population

***Table 1. Level of satisfaction with health services / Inisheer Turk .***

<b><i>Service Number replies = 10</i></b>	<b><i>% satisfied</i></b>	<b><i>% Not satisfied</i></b>	<b><i>%Not aware or Did not respond</i></b>
<b><i>Gen.Practice</i></b>	90	10	0
<b><i>P.H.Nursing</i></b>	80	10	10
<b><i>School Med.Service</i></b>	60	10	30
<b><i>C.W.Office</i></b>	30	30	40
<b><i>Chiropody</i></b>	60	20	20
<b><i>Dental</i></b>	40	30	30
<b><i>E.H.Office</i></b>	20	40	40
<b><i>Speech &amp; L.Therapy</i></b>	30	10	60
<b><i>Eye service</i></b>	0	80	20
<b><i>Home Help</i></b>	0	30	70
<b><i>Soc. Work</i></b>	10	20	70
<b><i>Psychology</i></b>	0	10	90
<b><i>Physiotherapy</i></b>	0	50	50
<b><i>Mental t. Handicap</i></b>	0	10	90
<b><i>Occup. Therapy</i></b>	10	10	80
<b><i>Physical. Handicap</i></b>	10	10	80
<b><i>H. Education</i></b>	0	30	70
<b><i>H. Management</i></b>	0	10	90

***Satisfaction with Health Centre Facilities.***

The section requesting information and views on health centre facilities were not relevant to the residents of Inisheer Turk as there is no health centre on the island. However all respondents emphasised the need for a health centre to be erected as a matter of urgency.

**Results Section B .**

*The views of focus groups, health service providers and managers of the services.*

#

**# 1. Chiropody.**

#

☞ Service provided only once a year, considered inadequate, needed twice a year.

#

**# 2. Community Welfare service.**

#

☞ Service provided by Mayo services, leads to lack of consistency

#

☞ Recommend that the public should be dealing with Galway CWO based at Clifden, in view of the fact that island is serviced by Galway based GP.

#

**# 3. Dental service.**

#

☞ Treatment provided on mainland.

#

☞ Screening service of children only takes place at school.

#

☞ Request adult service for people who cannot travel long distances.

#

**# 4. Environmental Health service.**

#

☞ No comments.

#

**# 5. Eye service**

#

☞ Service non-existent.

#

☞ Request at least once yearly.

#

**# 6. General Practice service.**

#

☞ Overall satisfaction with the GP who attends every three weeks, but access difficult at times.

#

☞ Infrastructure very poor - no health centre, badly needed.

#

☞ Computerised network needed between island, hospital labs, x-ray.

#

☞ Difficulty in securing locum cover for the GP .The services of the Western Health Board's GP unit would be of undoubted assistance in this area .

#

⊘ Air Corps helicopter service too selective - will not take the advice of a locum when a helicopter is requested.

#

⊘ Recommend that Shannon Air Sea rescue should provide the service as on Aran islands.

#

⊘ Improved communications needed between the GP and the PHN .

### **7. Health Education service.**

⊘ Service non-existent, islanders had no knowledge or information about this service.

#

⊘ All health care providers should have a role in health promotion as an explicit part of job description - views of Senior HEO.

#

⊘ Not possible for HE department to provide individual health education programmes, but information provided as requested, workshops and summer schools held.

### **8. Home Help service**

⊘ Inadequate service.

#

⊘ Payment should be considered for carers who are relatives as island population are mostly related in some way to each other - not possible to recruit carers who are not related.

#

⊘ Gaps exist in the information available to the public.

### **9. Home Management service**

⊘ Service non-existent.

#

⊘ No information available to the public.

#

⊘ Suggest appointment of HMA dedicated to the islands- Bilingual service

#

⊘ Development of resource materials suggested i.e. videos, booklets

#

⊘ Improve links.

### **10. Mental Handicap service**

⊘ No service on the island.

**11. Occupational Therapy service**

- ☞ One visit made at the request of the PHN. No further visits possible at present.
- # .
- ☞ Definite need for a service expressed

**12. Physical Handicap service.**

- ☞ No service on the island.
- #

**13. Physiotherapy service.**

- ☞ One visit, the first for many years was made in 1996, at the request of the PHN.
- #
- ☞ Definite need for a service.

**14. Public Health Nursing service.**

- ☞ Nurse is employed for 10 hours a week by the WHB but is in effect on 24 hours a day call as she lives with her family on the island, therefore cannot be selective about the hours she works.
- #
- ☞ Nurse gives the use of her own home for clinics and for the storage of drugs and medicines as there is no health centre on the island.
- #
- ☞ Drugs and medicines are stored in the kitchen refrigerator.
- #
- ☞ Recommend that the nurse be employed on a full time basis.
- #
- #
- # ***The following services are being either provided only on the mainland or are not being provided to the island at all. In any event no comments were made or complaints voiced about them at the public meeting:***

# **15. Psychology service**

- ☞ No demand for the service, provided on mainland.
- #

# **16. School Medical service**

- ☞ Adequate, school screening done on mainland.
- #

# **17. Social Work service**

- ☞ Provided on mainland.
- #

# **18. Speech and Language Therapy service**

- ☞ No demand for the service, provided on mainland.
- #

- #
- # ***Other services.***

**# 19. Free travel scheme.**

# This scheme is of very limited use to islanders, who must bear the cost of the boat trips ( as opposed to Inisbofin and Aran Islanders who have transport paid for by the Dept of Social Welfare). Recommendation - This inequitable situation should be amended immediately.

#

**# 20. Health Centre.**

#

# Erection or provision of suitable premises required as a matter of urgency.

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**Results Section A.**

**Satisfaction with Services.**

# The survey of islanders on Inisbiggle yielded responses from 19 inhabitants. This # reflected the views of 61% of those who received the questionnaires. The level of satisfaction with the health services is shown in Table 1 . A high percentage of respondents were either not aware of some services or did not respond to the question. Those services with the highest level of satisfaction were the GP service, PHN service and the Community welfare service. These findings probably indicate that the level of satisfaction is based as much on experience of the service as genuine satisfaction with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population.

*Table 1. Level of satisfaction with health services / Inishbiggle .*

<i>Service Number replies =19</i>	<i>% satisfied</i>	<i>% Not satisfied</i>	<i>%Not aware or Did not respond</i>
<i>Gen.Practice</i>	100	0	0
<i>P.H.Nursing</i>	80	0	20
<i>School Med.Service</i>	0	0	100
<i>C.W.Office</i>	60	40	0
<i>Chiropody</i>	0	20	80
<i>Dental</i>	20	60	20
<i>E.H.Office</i>	0	20	80
<i>Speech &amp;.L.Therapy</i>	0	0	100
<i>Eye service</i>	0	60	40
<i>Home Help</i>	0	20	80
<i>Soc. Work</i>	0	20	80
<i>Psychology</i>	0	0	100
<i>Physiotherapy</i>	20	0	80
<i>Mental t. Handicap</i>	0	0	100
<i>Occup. Therapy</i>	0	0	100
<i>Physical. Handicap</i>	0	0	100
<i>H. Education</i>	0	20	80
<i>H. Management</i>	0	0	100

*Satisfaction with Health Centre Facilities.*

**Table 2. Level of Satisfaction with Health Centre Facilities Inishbiggle.**

	<i>% Satisfied</i>	<i>% Not Satisfied</i>	<i>Not Aware/ Did Not Respond</i>
<i>Access</i>	60	40	0
<i>Cleanliness</i>	100	0	0
<i>Consulting Room</i>	20	80	0
<i>Heating</i>	75	25	0
<i>Comfort</i>	93	7	0
<i>Location</i>	80	20	0
<i>Privacy</i>	20	80	0
<i>Toilet Facilities</i>	80	20	0
<i>Waiting Area</i>	40	60	0
<i>Waiting Time</i>	100	0	0

The level of satisfaction with the facilities in the Health Centre on Inishbiggle is shown in Table 2. Privacy, Consulting room and Waiting area were cited as being areas of least satisfaction. The arrangements for patients waiting to see the doctor or nurse are most unsatisfactory as they have to wait outside until the health board personnel arrive.

#

**Results Section B.**

*The views of focus groups, health service providers and managers of the services.*

#

**# 1. Chiropody service.**

#

∅# Not provided on the island - request for a service twice a year.

#

**# 2. Community welfare service.**

#

∅# No comment - general satisfaction.

#

**# 3. Dental service.**

#

∅# No service provided on the island - urgently requested.

#

**# 4. Environmental Health service.**

#

∅# Complaints about water quality

#

∅# No complaints about EHO service.

#

#

**# 5. Eye service.**

#

☞ No service provided on the island - twice a year visits requested.

#

# **6. General practice service.**

#

☞ GP visits once a fortnight, or in bad weather once a month.

#

☞ Satisfaction with the service.

#

# **7. Health Education service.**

#

☞ Not provided.

#

# **8. Home Help service.**

#

☞ Two people availing of this service.

#

# **9. Home Management service.**

#

☞ Not provided.

#

# **10. Mental Handicap service.**

#

☞ No demand.

#

# **11. Occupational Therapy service.**

#

☞ No demand.

#

# **12. Physiotherapy service.**

#

☞ Not provided.

#

# **13. Psychology service.**

#

☞ No demand.

#

# **14. School Medical service.**

#

☞ Schoolchildren attending school on the mainland.

#

# **15. Social Work service .**

#

☞ No demand.

#

# **16. Speech and Language Therapy.**

#

☞ No demand.

#

# *Other services.*

#

# *17. Health centre/School.*

#

€# No waiting room, patients have to wait outside.

#

€# School urgently needs remodelling to provide a waiting area.

#

€# A formalised system of payment for a caretaker should be provided to look after the health centre.

#

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*Clare Island, Co. Mayo.*

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**Results Section A.**

**Satisfaction with Services.**

Twenty six questionnaires were sent out to the inhabitants of Clare Island and 14 were returned giving a response rate of 54%. The level of satisfaction with the health services is shown in Table 1. The highest satisfaction rating for Clare Island was found to be the PHN and the GP while two thirds expressed dissatisfaction with the dental service and one third were dissatisfied with the Social Work service. These findings probably indicate that the level of satisfaction is based as much on experience or availability of the service as genuine satisfaction or otherwise with the particular service being provided. For example the services for the physically handicapped, mentally handicapped, and occupational therapy and physiotherapy services are either non-existent, very limited or only apply to a certain sector of the community. However the results of the focus group meetings do address a number of issues not covered in the survey of the island population.

**Table 1. Level of satisfaction with health services - Clare Island.**

<i>Service</i> <i>Number replies = 14</i>	<i>% satisfied</i>	<i>% Not satisfied</i>	<i>%Not aware or Did not respond</i>
<i>Gen.Practice</i>	64	29	7
<i>P.H.Nursing</i>	80	29	7
<i>School Med.Service</i>	36	21	43
<i>C.W.Office</i>	0	36	64
<i>Chiropody</i>	29	21	50
<i>Dental</i>	0	64	36
<i>E.H.Office</i>	29	21	50
<i>Speech &amp;.L.Therapy</i>	7	29	64
<i>Eye service</i>	43	14	43
<i>Home Help</i>	20	36	64
<i>Soc. Work</i>	0	29	71
<i>Psychology</i>	0	14	86
<i>Physiotherapy</i>	0	20	71
<i>Mental t. Handicap</i>	0	21	79
<i>Occup. Therapy</i>	0	29	71
<i>Physical. Handicap</i>	0	29	71
<i>H. Education</i>	0	36	64
<i>H. Management</i>	0	36	64

**Satisfaction with Health Centre Facilities.**

The section requesting information and views on health centre facilities were not relevant to the residents of Clare island.

**Results Section B.**

*The views of focus groups, health service providers and managers of the services.*

#

**# 1. Chiropody service.**

#

☞ Service provided once a year, not adequate, request for twice a year at least.

#

**# 2. Community Welfare service.**

#

☞ Part time CWO provides a service for the island - adequate service.

#

**# 3. Dental service.**

#

☞ No dental clinic on the island, patients travel to Castlebar for treatment.

☞ Fluoride mouth rinsing service provided by PHN on three islands fortnightly

☞ No adult service except for relief of pain and only to GMS patients.

☞ No service for pupils at second level schools.( no different to mainland )

#

☞ No service for non GMS patients (no different to mainland, except that access to private dentist not possible on island ).

☞ A three year dental health action plan will be developed and will include:

- ✓ a service for secondary school children
- ✓ a service for adults
- ✓ a fluoride mouth rinsing service for secondary school children.

**4. Environmental Health service.**

☞ Commitment given to the island by EHO is approximately 50% of the desired input

#

☞ Access to island is difficult at any time (by curragh) and especially during bad weather.

#

☞ The problem of safety and insurance cover for staff travelling to the island is a very real one.

#

☞ Some dissatisfaction was highlighted re the quality of water on the island.

#

**# 5. Eye service.**

#

☞ Domiciliary service provided for the elderly on the island - yearly.

#

☞ School screening programme yearly.

#

**# 6. General Practice service.**

#

☞ Weekly service provided by GP, excellent domiciliary service

#

☞ Well woman clinic also provided by GP.

#

☞ Residents would like to know when the GP is actually on the island, although acknowledge that this is subject to weather/tidal conditions.

#

☞ Request for ECG machine/fax machine for the PHN

#

☞ More support and co-operation from the hospital needed to increase flexibility and allow for delays due to weather etc.

#

# Mobile phones needed in order to improve communication between GP and PHN.

#

**# 7. Health Education service.**

#

☞ No service on the island.

#

**# 8. Home Help service**

#

☞ No comments, only one person receiving home help.

#

**# 9. Home Management service.**

#

☞ No comments on this service, not provided on the island.

#

**# 10. Mental Handicap service.**

#

☞ No demand for this service - not provided.

#

**# 11. Occupational Therapy service.**

#

☞ Service provided as the need arises - no comments.

#

**# 12. Physical Handicap service.**

#

☞ No demand for this service - no comments.

#

**# 13. Physiotherapy service.**

#

☞ No service on the island.

#

☞ Patients experience difficulty in travelling to Castlebar for treatment.

#

☞ Recommendation that the PHN receive basic training from the Physiotherapy department to be followed by the Supt PHN.

#

**# 14. Public Health Nursing service.**

#

☞ A full time PHN is appointed to the island - overall satisfaction with the service.

#

☞ No means of communication with the PHN when out on calls.

#

☞ Poor support facilities such transport, lifting of patients etc.,

#

☞ PHN requests ongoing continuing medical education on life saving techniques.

#

☞ Inadequate locum relief for PHN

#

**# 14. Psychology service.**

#

☞ Service provided when demand is there - however due to staffing difficulties there was no service for three years.

#

**# 15. School Medical service.**

#

☞ No comments.

#

**# 16. Social Work service.**

#

☞ Need for a social worker for the elderly identified.

#

**# 17. Speech and Language Therapy service.**

#

# No service on the island.

**# Other services**

#

**# 18. Cost of travel.**

# The cost of travel to and from Clare Island is prohibitive for some people, particularly the elderly and those from lower socio-economic groups. The minimum cost of leaving the island is at least £40.

#

**# 19. Health centre.**

☞ The health centre on Clare Island has been recently refurbished.

#

**# 20. Hospital services.**

#

☞ Need for co-operation and flexibility on the part of hospital staff when issuing appointments to islanders.

**Estimated costs.**

	<i>Capital Costs</i>	<i>£</i>
<i>Inishmore</i>		
	<i>Renovation of Health</i>	

*Perception of Needs of Island Populations in relation to Health Services provided by the W.H.B.*

	<i>Centre &amp; PHN's residence</i>	<i>32,000</i>
	<i>Provision of ambulance</i>	<i>30,000</i>
<b><i>Inishmaan</i></b>		
	<i>Renovation/Extension of Health Centre</i>	<i>40,700</i>
<b><i>Inisheer</i></b>		
	<i>Renovation of Health Centre</i>	<i>10,000</i>
<b><i>Inisbofin</i></b>		
	<i>Renovation of Health Centre</i>	<i>2000</i>
	<i>Provision of 2 way radio communication</i>	<i>2500</i>
<b><i>Inisturk</i></b>		
	<i>Erection of Health Centre</i>	<i>60,000</i>
	<i>Provision of Equipment</i>	<i>35,000</i>
	<i>Provision of 2 way radio communication</i>	<i>2500</i>
<b><i>Inisbiggle</i></b>		
	<i>Renovation of School as Health Centre</i>	<i>10,000</i>
	<i>Provision of 2 way radio communication</i>	<i>2500</i>
<b><i>Clare Island</i></b>		
	<i>Provision of 2 way radio communication</i>	<i>2500</i>
	<b><i>Total Capital Costs</i></b>	<b><i>£229,700</i></b>
	<b><i>Non Capital Costs</i></b>	
<i>Provision of information on Health Services</i>		<i>1000</i>
<i>PHN on Inishturk</i>		<i>20,000</i>
<i>Chiropody service</i>		<i>7000</i>
	<b><i>Total Non-Capital Costs</i></b>	<b><i>£28,000</i></b>
	<b><i>Total Costs</i></b>	<b><i>£257,700</i></b>

*Appendix 1 Sample of Questionnaire.*



*Appendix 2          Letter to Heads of Discipline.*



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