

NEUROLOGICAL CARE IN JERSEY

Patient Experience April 2026



**SOPHIE
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NEUROLOGICAL
ASSOCIATION

srna.org.je

OVERVIEW

- This survey was prompted following the neurology report, and we have opened it up to gather feedback from actual patients.
- The purpose of this survey is to identify key challenges and present evidence-based insights to government, supporting a collaborative approach to reshaping neurology services alongside partner charities.
- We are open to a group meeting and looking at a Neuro Strategy inclusively.
- The report is available for full review with client's data redacted for GDPR reasons.



NEURO STATS

- Neuro report states 2500 current patients.
- 6 clients reviews for the above GOV report - 0.24% of client base.
- Limited issues covered.
- This survey, was shared organically on social media and to date, we have 71 - 2.84% of client base.
- Covering all neuro illnesses and issues.

LIVING WITH A NEUROLOGICAL CONDITION

Do you or a close family member live a neurological condition?

- Over 50 people responded are patients

NEUROLOGICAL CONDITIONS

Which neurological condition have you experienced?

Key responses

- Over 69 people
- Epilepsy - 32%
- Migraine - 27%
- BT - 11%
- MS - 10%
- Parkinson's - 7%
- FND - 7%
- Stroke - 3%

DELAYS

Did you experience delays in diagnosis?

- Significant delays **22**
- Misdiagnosed **9**
- Still waiting **9**

Time can be clarified if needed for further discussion

DIAGNOSIS

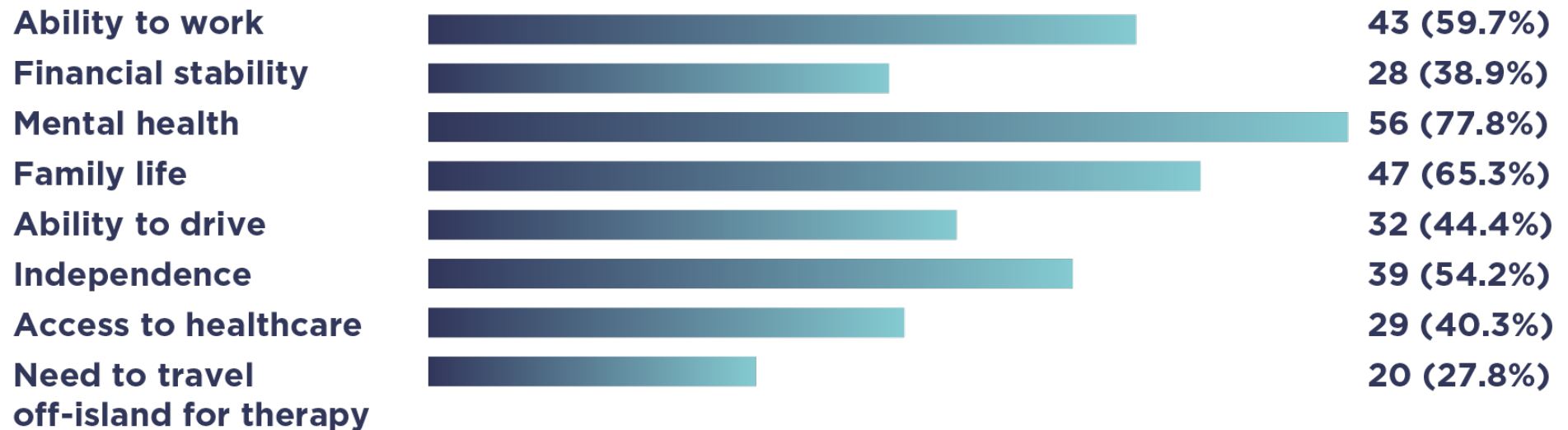
Where was your diagnosis made?

- Jersey **44**
- UK Referred **8**
- Private **8 (12%)**

The CHALLENGE

What is your biggest challenge in your neurological care?

Please tick all that apply. (multiple choice) ✓



SUPPORT

What support do you feel is missing in Jersey for neurological patients?

- Keywords.
- Currently understaffed and has negative perceptions & the support isn't freely available if required.
- Coordinated care.
- The total lack of multidisciplinary working.
- Delays and then no joined up care.
- Expertise, consistency.
- Empathy, compassion, listening to patients who know their body and when something isn't right.

SERVICES

Do you feel neurological services in Jersey are adequate?

- 90% said no.
- Would you support improved neurological services in Jersey? **98% Said yes.**

MONEY

Approximately how much have you or your family spent out-of-pocket due to a neurological condition?

- 25 People spent up to £5,000
- 9 People spent up to £20,000
- 1 Person spent up to £50,000

TIME

Diagnosis time

- Less than a month 11 (Through A&E)
- Up to 6 months 17
- Up to 12 months 14
- Up to 24 months 17
- Still waiting 8

SUPPORT

During your diagnosis and treatment how would you describe the level of support you received from healthcare services?

70% of people either diagnosed or treated stated they were:
Not satisfied / Dissatisfied / Extremely dissatisfied.

- **33% (22 people stated extremely dissatisfied)**

EXPERIENCE

We believe these should be read in full, and we can provide a hard copy of these

- There is theme and similar terminology used
- It is clear people are frustrated, anxious and lack trust with the health depart
- The use of charity and third parties is evident
- Confusion on who the lead consultant is and if the team are qualified in the neuro field
- Off island treatment was rated positive and a relief

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