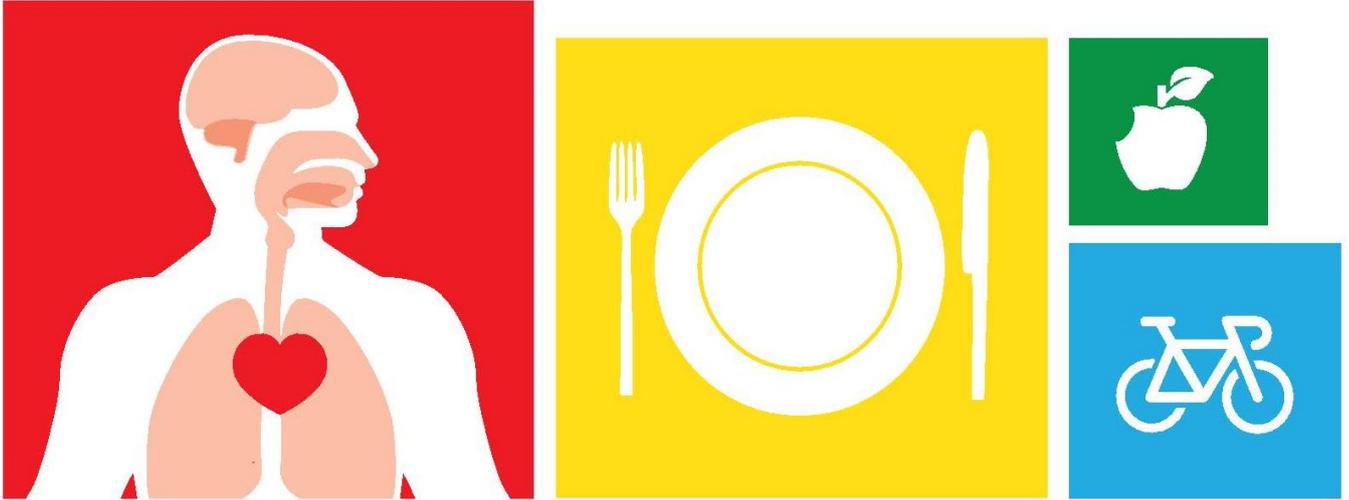


The Great Healthy Living Event

Summary report



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Background information

This report has been compiled following the Great Healthy Living Event, which took place on Tuesday 16th February 2016.

Healthwatch hosted the event to give local people a say on the Clinical Commissioning Group's plans for 2016/2017.

The report is a representation of service users who responded to the survey monkey questions and who took part on the day. These comments and views may not represent the views of all individuals living in the borough.

Healthwatch Barking and Dagenham are the voice of local people, groups and networks. We are independent and therefore do not have a pre-set agenda or a pre-determined interest in influencing the outcome of the results of a consultation.



The great staying healthy event

Tuesday 16 February, drop-in any time between 2.30 and 5pm.

Relish Café and Barking Learning Centre, 2 Town Square, Barking, IG11 7NB.

- Enjoy free refreshments whilst you get personalised tips and advice on staying healthy
- Tell us how we can make our local health services better
- Find out about free health checks and support to stop smoking
- Enjoy free activities for children and much more.

Your health is very important to us and we want to know what you think of health services in your area. If you can't attend the event please fill in our quick survey to have your say, visit barkingdagenhamccg.nhs.uk/healthpriorities.

[#BD_CCG](https://twitter.com/BD_CCG) #BDhealth2016 | barkingdagenhamccg.nhs.uk

MC2016

NHS Barking and Dagenham Clinical Commissioning Group
healthwatch Barking and Dagenham
London Borough of Barking & Dagenham lbbd.gov.uk

Copies of this report are available by contacting Barking and Dagenham Healthwatch on 020 8596 8200 or by emailing info@healthwatchbarkinganddagenham.co.uk

Copies may also be downloaded from our website www.healthwatchbarkinganddagenham.co.uk

Structure of the day

This was the third event hosted by Healthwatch on behalf of the Barking and Dagenham Clinical Commissioning Group. Previous events had a different format.

The first event had presentations from service providers and a mini workshop for service users to give their opinions. The second event was a broken up into two sessions, the first half consisted of the CCG and public health delivering updates on health in the borough. The second part of the day was an interactive session. Participants had the opportunity to look around the stands and give feedback. Both were successful.

This year event was planned to be informal, allowing people to come to the café, learn about services that showcased the CCG's priorities for the coming year and tell the different services what they think. It was also an opportunity to seek views about CCG priorities and how the CCG can improve services offered in the borough.

The day was interactive and colleagues from a range of services came along and provided stalls to give information to participants about their services and projects.

There were 4 zones:

-  Healthy families
-  Make a change
-  Beating the blues
-  Navigating the NHS

There were also a number of other consultations taking place and various stands offering advice and ways to get involved in making a difference :

-  Stroke Consultation
-  Bowel Screening
-  Patient Engagement Forum
-  Healthwatch
-  CVS - volunteering
-  Community Health Champions

- 🍏 Stop Smoking team
- 🍏 Volunteer Drivers Project
- 🍏 Care and Support Hub

We would like to thank all those who attended and took part including colleagues who provided stalls.

Findings

A number of key themes emerged from the day, summarised below.

Navigating the NHS

What do you think about the services available to care for people urgently?

- Issues were highlighted with initially accessing the GP Hubs with no one answering the telephone number. However this was followed by service users commenting that the service is good and quick once you can access it.
- Participants mentioned that they have hardly seen the Hubs advertised and not enough people are aware of them.
- Generally, most people spoken to felt that Accident and Emergency is a good service but it's over used and therefore waits are too long.
- There were both positive and negative comments made in regards to emergency appointments at GP practices. Patients who have needed a urgent appointment felt that there was no way they would be seen in 48 hours.
- There were mixed views about the 111 service, generally participants who have used the service, felt it was good. However, parents with children felt it was a long process as too many questions were asked.
- It was noted that there is a lot of confusion about what urgent care services are. People commented on the fact that there are too many different names for services; this makes it confusing for people to understand the system.
- Representatives were told that the x-ray facilities at Barking Walk In Centre are frequently not in working order.
- There was feedback that the Walk in Centre service is good, but there can be long waiting times due to the demand. A few people commented that waits have been up to 3 hours.
- It was felt that the urgent services needed to be placed in one place, with one GP and one nurse, where people can walk in and dependent on the problem can be seen by the right professional.

- Comments were made about improving the awareness of the Mental Health Direct service.

Not very good-very hard to get an appointment with GP- Not enough emergency care appointments

Pretty good - being able to speak to someone when needed call 111 and got a GP appointment on weekend.

Can't always get a GP appt when need one.

Pharmacist can help but don't know how.

Not enough people know about Hub - No GP at all in Upney so they end up in A&E

GP Hub telephone contact details are hard to find

Can't get appointment to see a GP

What's available all the time- apart from, A&E

Pretty good

A&E is crazy busy. It is so busy that even the genuine people who are serious and cannot go anywhere else have to wait so long.

How could they be improved?

- It was clear that people felt there needed to be better advertising of the Hubs .
- Mental Health Services needed to improve the awareness of the Mental Health Direct number.
- People felt a simpler model of care is needed which is easier to navigate, for example not too many different names for services.
- For some access to their own GP for urgent care was an issue and this needed to be resolved.



Interactive session

Activity

An interactive session took place. This gave individuals the opportunity to talk about where they would go when faced with a particular a medical need and the CCG to understand the reasons why people access particular services.

The CCG team provided members of the public examples of health issues and the individual's decided where they should go. The activity wasn't about how many people got it right, but rather to give the CCG an understanding of what choices people make and why, and if there is anything else that can be done to help service users get the right treatment at the right time.

The table below shows the options people chose on the day and shows what NHS recommends.

	PHARMACY	GP SURGERY	A&E phone 999	Phone NHS 111	Walk-in Centre	GP Hub	Recommended by NHS Choices
Sprained Ankle	1	2	4	4	10		Walk-in urgent care centre
Feverish Child	8	3	1	4	3	2	GP surgery
Unwell, unsure what to do	2	2		15	1		Phone NHS 111
Cough or Cold:	17	3		1			Pharmacy
Diarrhoea:	12	3	1	3	1		Pharmacy
Severe Chest Pain		1	18				A&E or phone 999
Deep Cut to Arm		1	15		4		Walk-in urgent care centre
Need to see a GP on a Sunday				5	4	10	GP Hub

Cancer

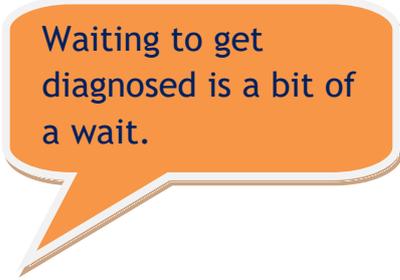
What do you think about the services available to help people identify signs and symptoms of cancer?

There was not a lot of feedback received in regards to cancer, but some strong themes emerged.

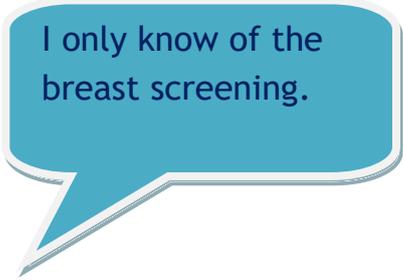
- The main theme that emerged was that people do not know what cancer services were available. It was highlighted that more needed to be done to cascade this information to the local community.
- Some people commented that they do not know the signs and symptoms of all the cancers.
- Two women highlighted the fact that breast cancer is not just about older women and people should be encouraged to have screening even if they have no pain, as cancer is not always identified through pain.
- It was felt that the Bowel Cancer screening method is seen as unpleasant due to how it's conducted. More needs to be done to show the effects of bowel cancer and how crucial it is to have screening.



I do not think that a lot of people know of the signs and symptoms of all the cancers



Waiting to get diagnosed is a bit of a wait.



I only know of the breast screening.

How could they be improved?

- General promotion of cancer services and more leaflets on cancer in GP practices.
- More bowel cancer promotion that focuses on the real effects of bowel cancer.

Make a change



What do you think about the services available to help people stay fit and healthy?

- Whilst some older people felt activities available to them were charged at a reasonable rate others felt access should be cheaper or even free.
- It was felt there needed to be more choice of activities for older people.
- Positive comments were made about the referral to exercise service, however it was noted that some people had to ask to access the service rather than it being offered to them.
- Although the general view was that the stop smoking service was good, two individuals said that people only quit or make an effort to quit when they want to and not because the health effects are shown to them.
- Different cultures cook different foods, different recipes from different countries should be adapted to make them healthy and then shared with people.
- Participants felt the lung testing was a good way to bring people back to reality when the results are not positive. It gets people thinking.
- There should be family classes, so families can learn and take part together. For parents it's not always easy to take time out for themselves.

- Parents with disabled children felt that activities at the Heathway Centre get booked up too quickly. Some activities are of a first come first basis and it does not meet the needs to the population that access the service. For example the hydrotherapy sessions which help both parent and child keep fit are taken up very quickly.



Need more for older people.



Most ethnic groups cook different and use different ingredients, one healthy recipe will not meet the needs of all.

How could the services be improved?

- Reasonable rates for older people accessing activities.
- Workshops for different cultures on how to cook a healthy meal
- There were comments made about having family keep fit groups
- More information for teenagers on how to cope with exam stress, including diet and sleep.

Healthy families



The Healthy families stand offered information and advice to families.

An interactive session was used to show parents and children how they should decide what to eat and how much.

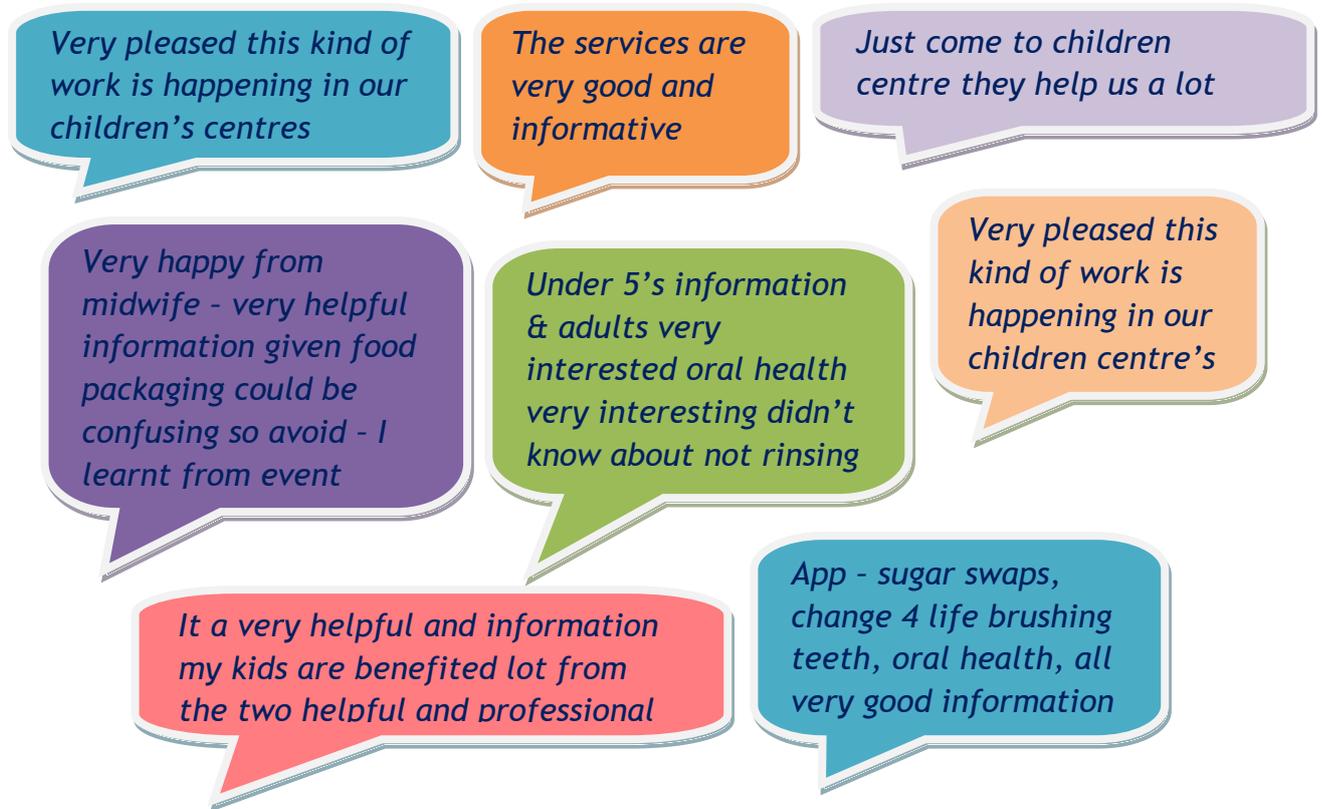
An app was shown to parents called the swap sugar application. This was proven to very successful.

What do you think about the services available to help children and families stay fit and healthy?

Overall families were positive about the services available. Themes highlighted from the feedback are below:

- Both families and children felt that the App which helps with sugar swaps was brilliant and felt more families need to find out about this.
- Parents with young children commented on the Children's Centre helping them with a lot and they would recommend the services.
- People who had found out to teach their teacher not to rinse their mouth after brushing their teeth, found this information interesting and helpful. Furthermore a small amount of people commented that they never knew of this and had taught their teacher not to rinse.
- A few parents felt the free activities are not advertised enough and for some families who have children with disabilities the activities are not inclusive.
- Families found that using the palm of your hand in controlling your food portion worked well. The fact that there is no extra cost was a bonus for some.
- There were a few people who felt that children should be taught how to use computers to stay fit, for example how to use the wii or play station to stay fit.

- Some participants felt the services were always focused on children and not teenagers, so for example when you are stressed about exams but don't feel hungry what type of foods should be eaten to give energy.



How could they be improved?

- The sugar swap application was well received and it was felt that this needed to be promoted to all adults across the borough.
- The hand portion guide was found very useful and it was felt that this should be shared and everyone should be encouraged to use it.
- People felt there should be more available on eating healthy during exams and during the bodily changes teenagers go through.



Beating the blues

What do you think about the services available locally to help support people's mental wellbeing - such as IAPT (Improving access to psychological therapies)?



- In general people said did not really know what the IAPT service was.
- There seems to be a lack of mental health well being in schools. Mental health well being is a big issue for young people and more needs to be done about it, especially in schools.
- There was a strong feeling from people that no connection is made between mental health and physical health. Professionals treat each one on their own.
- A few individuals with disabilities said that the leaflets did not appear welcoming to people with disabilities. How accessible are the services for people who are deaf/hard of hearing or have another disability?
- People need to know that they can self refer to some of the mental health services. This is not very clear.
- People thought the services they have used have been good, but comments were made about the long waiting times to access the services.
- Mental health service users felt that in an urgent situation they would attend A&E as they did not have confidence in other urgent care settings.

Negative is length of waiting list- positive is good that the services exists

Good when people know about it

Mental health and physical health are seen to be separate

How could they be improved?

- Making funding available for Doctors surgeries for more training on mental health issues. It was highlighted that this could be for nurses or doctors.

- The need to have mental health groups for adults to meet for peer support was suggested by some.
- It was apparent that people felt strongly about services and professionals working together to meet the needs of service users physical and mental health rather than work on these health issues separately.
- More education in schools around mental well being.
- Services need to be clear how they meet the needs of people with disabilities.
- It was noted that people thought the waiting times needed to be addressed.

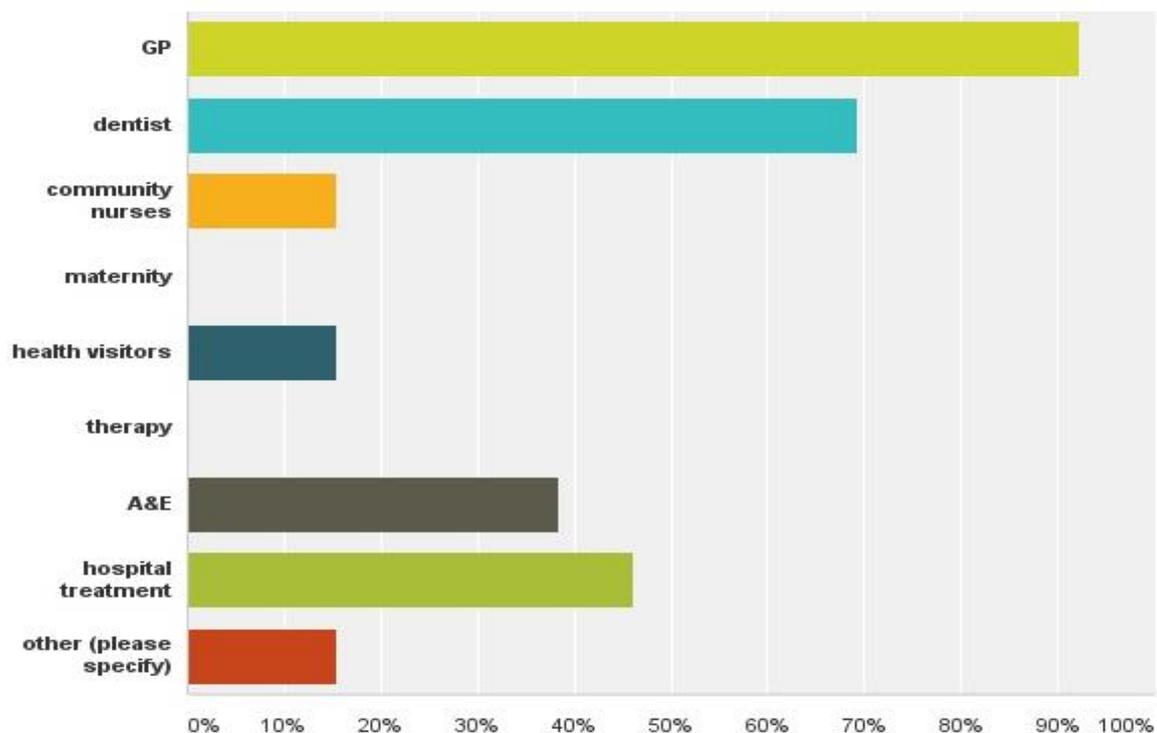
More work needs to be done with children in school

Peer support is needed.

There is a lot of competitions in schools now, which has a effect on the child.

Survey monkey

What health services do you or family use?



Most people use their GP for themselves or for their family. This should not be surprising as it's a universal service for everyone. Most people use their GP as a first point of contact for health issues, with referrals to hospital or specialised services are made through the family doctor. Mainly people highlighted the fact that there were issues in accessing GP appointments.

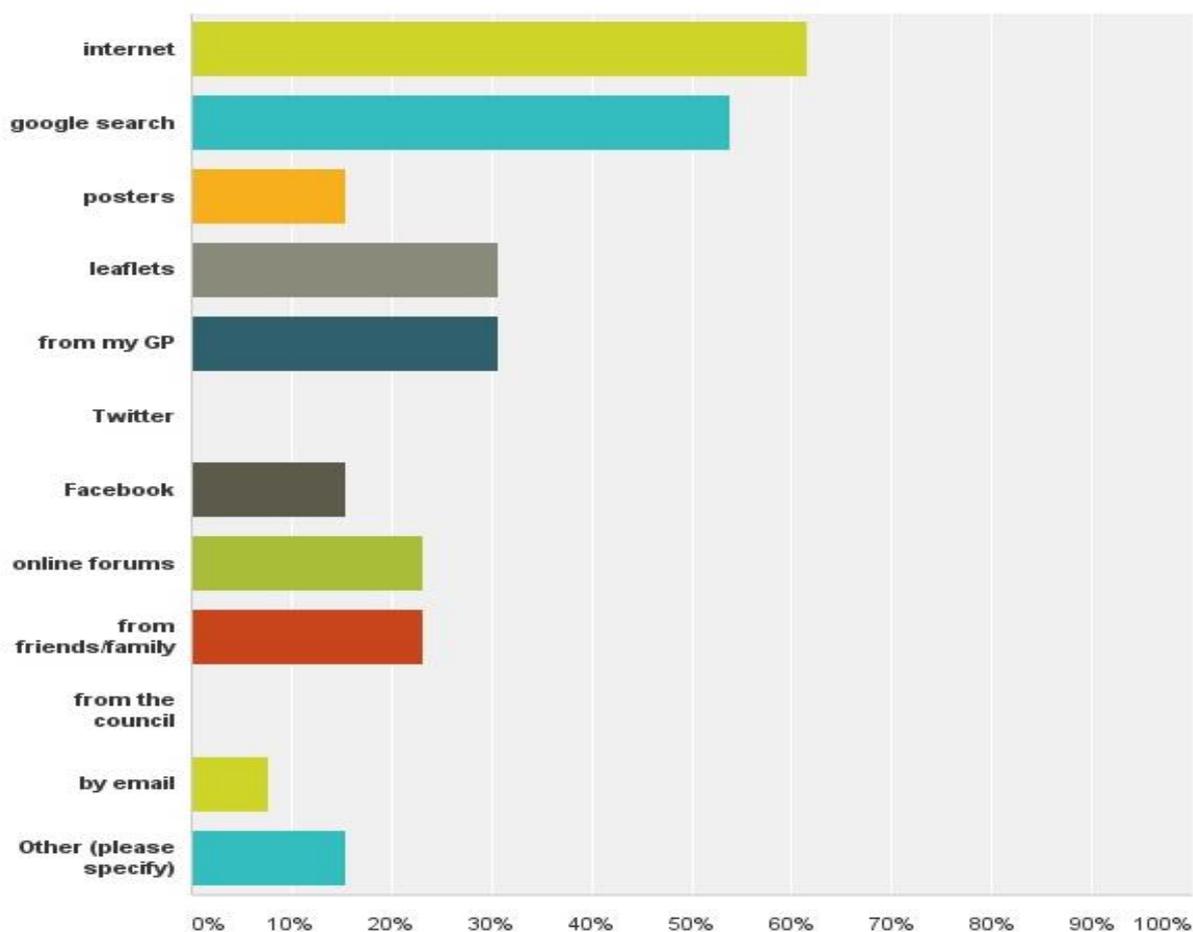
The only other service used by over 50% of the respondents was the dental service. Comments made about the dentists were positive.

Just under 40% of respondents had accessed A&E for either themselves or a family member.

Hospital treatment was used by over 40% of respondents. There were mixed comments about hospital treatment, whilst there was the feeling that waits for the treatment can be long, positive comments were made about the actual treatment received.

There were no direct comments made about community nurses or health visitors.

Where do you look for information about local services?

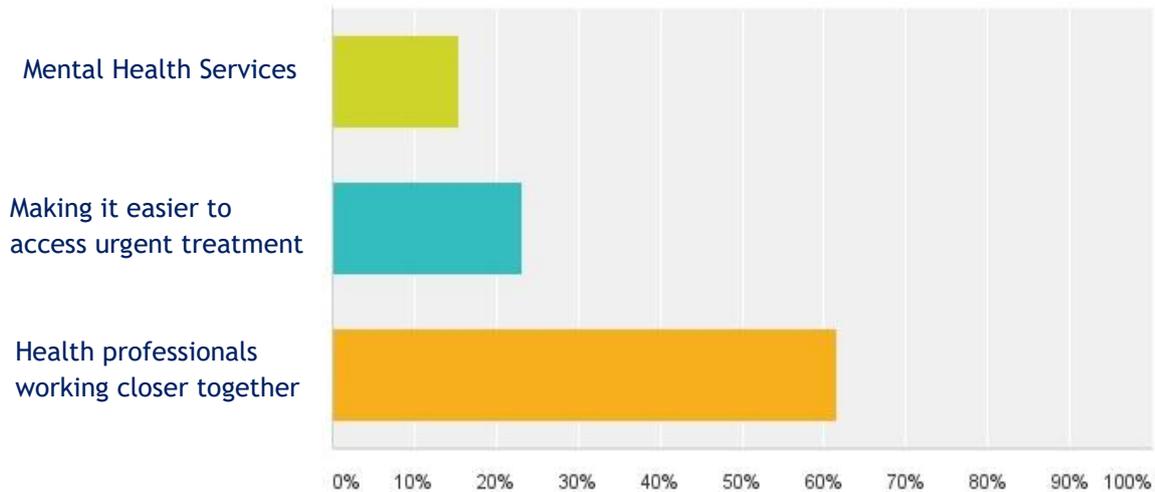


The figures from the surveys show that over 60% of respondents access the internet for health information, with Google search being the main search engine. Only 30% access information about local services from leaflets or from their GP practice.

Just over 20% of respondents use online forums and find out about local services from their friends and families.

These results may help the CCG when promoting health screenings or information about local services. It clearly indicates that a range of promotional methods could be used to inform and seek views from the local community.

Which service is most important to you?



Respondents were given three choices and asked to state which is most important to them. Majority of the participants felt that health professionals working closer together to coordinate care for people, was the most important service to them.

Following this participant felt that making it easier to get urgent treatment when people need it was also important. This echoes the views of participants made during the event.

Although on the survey the least number of people identified mental health services as the most important service to them, we must take into account the comments and views made on the day highlighted the need for steps to be taken to improve mental health services.

What do you think of the event?

- Overall people commented on how they enjoyed the event. They appreciated the opportunity to come and give their views.
- A few individuals felt that there should be an open event such as this in the afternoon and in the morning a sit down event for the CCG to update participants and answer direct questions. This way you get the best of both. This is possibly something the CCG could think about.
- It was suggested that the event could be bigger with more services offering interactive activities.
- People commented that they found the event informative, interesting and enjoyable.
- For many, the fact that they could just drop in and go is what made it accessible to them.
- Parents and children commented on how interesting and informative the sugar swap app was.
- Most people felt that the interactive sessions worked well and for some a interactive session was better then a leaflet and lots of writing.



Conclusion

Overall the event was well received by the public. The feedback will contribute to inform the commissioning priorities. In conclusion the main areas that would contribute to improve services are listed below:

- Professionals and services working together on linking mental and physical health.
- A better model of urgent care.
- Better advertisement of the GP Hub.
- More focus on young people's health for the duration of exams for example what foods can give you energy and what can help you sleep better.
- The use of interactive methods health education to improve lifestyles.

Response from Barking and Dagenham Clinical Commissioning Group

The CCG were very pleased with the responses received to the event and the information given by local people to priorities and services. Many of the comments support our continued focus on improving our urgent and emergency care system, connecting physical and mental health together and focusing on preventing ill health. The event also helped us to understand where there is more to do - particularly in raising awareness of local services such as the GP hubs and IAPT.

Further information

Barking and Dagenham Clinical Commissioning group

<http://www.barkingdagenhamccg.nhs.uk/>

Improving access to psychological therapies (IAPT) service

<http://www.nelft.nhs.uk/services-barking-iapt>

Patient Engagement Forum

<http://www.barkingdagenhamccg.nhs.uk/Get-involved.htm>

Healthwatch Barking and Dagenham

<http://www.healthwatchbarkinganddagenham.co.uk/>

CVS - volunteering

www.bdcvs.org.uk

Care and Support Hub

<http://careandsupport.lbbd.gov.uk/kb5/barkingdagenham/asch/home.page>

Stop Smoking team

http://careandsupport.lbbd.gov.uk/kb5/barkingdagenham/asch/adult.page?adultchannel=5_7

Children's centers

<https://www.lbbd.gov.uk/residents/children-young-people-and-families/early-years-and-childcare/childrens-centres/find-out-whats-on-at-your-local-childrens-centres/>

Bowel Cancer screening <http://www.nhs.uk/conditions/bowel-cancer-screening/Pages/Introduction.aspx>

NHS Choices

<http://www.nhs.uk/pages/home.aspx>

Volunteer Drivers Project

<https://www.lbbd.gov.uk/residents/jobs-and-careers/volunteering/>

Health Champions

<https://www.lbbd.gov.uk/residents/jobs-and-careers/volunteering/>

If you are interested in becoming a Health Champion please contact Talisma Akther by: Email: Taslima.akther@lbbdg.gov.uk Telephone: 020 8227 3910