

Healthwatch Blackpool

2016/17 Priorities Survey

www.healthwatchblackpool.co.uk



About Healthwatch Blackpool

Healthwatch Blackpool is the independent champion of health and social care services. We listen to the views and experiences of the public, and feed these back to those who run and commission services in order to make positive change.

Why did we do this?

Healthwatch Blackpool look into specific services, and gathers the experiences of those using them. In order to decide which services to look into, we wanted to know that the public thought were the biggest issues and priorities for health and social care in Blackpool. This would give us legitimate reason to visit these services.

We also want to find out areas of good practice in health and social care services, to report back to service providers and commissioners.

How did we do this?

In April and May 2016 Healthwatch Blackpool has consulted the public in a broad survey asking what they believe is and isn't working well in Blackpool, and which services require looking into.

We held open forums in Blackpool libraries and in local supermarkets, and spoke with mental health, learning disability, young people and other community groups. We also publicised our survey across social media and on our website, encouraging all followers and partner services to share the questionnaire.

Ultimately we received 121 responses yielding a total of 294 responses on what individual services were a concern to them. Although we are disappointed with the relatively low number of individual responses, we are pleased that we reached out and consulted with a wide range of community groups and the seldom heard such as young people, the LGBT community, adults with learning disabilities, and young and adult carers. Throughout 2016-17 it will be a priority of Healthwatch Blackpool to extend its public reach in order to best represent and champion the public voice.

What will we do with this information?

With this information Healthwatch Blackpool will seek to look into the services which received the highest level of concern.

We will also share this report with service providers and commissioners in order to work with them and review services with their co-operation and support.

This report will be made publicly available on our website to download.

Healthwatch Blackpool

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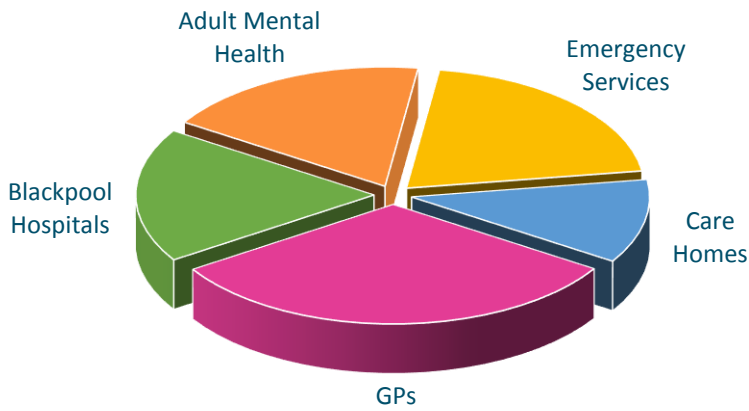


www.facebook.com/healthwatchblackpool



We asked: Are there any specific issues/services which are a concern to you which you think Healthwatch Blackpool should look into?

Five Most Reported Services of Concern

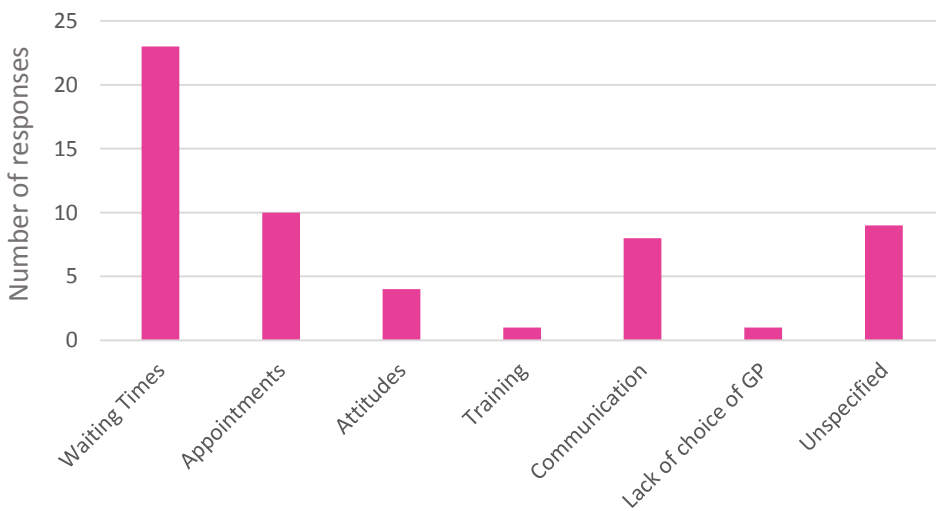


The top 5 services highlighted as concerns by members of the public were:

1. GP Surgeries
2. Emergency Services
3. Adult Mental Health
4. Blackpool Hospitals
5. Care Homes

Services of Concern Broken Down by Issue

GP Surgeries



Waiting times for GP appointments came out as the highest concern in this category.

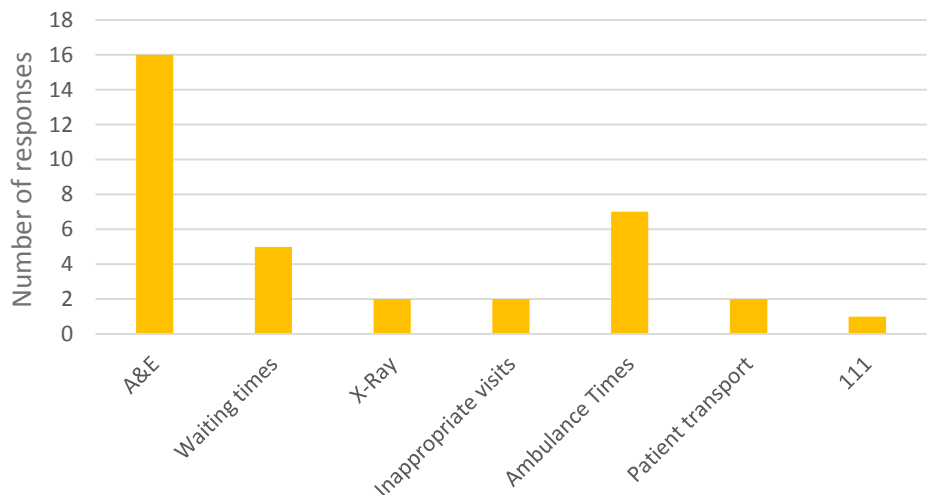
Appointments includes concerns around cancellation, length, lack of flexibility and options for home visits.

Communication includes responses and issues such as "not listening", Easy Read, and sharing information with other services.

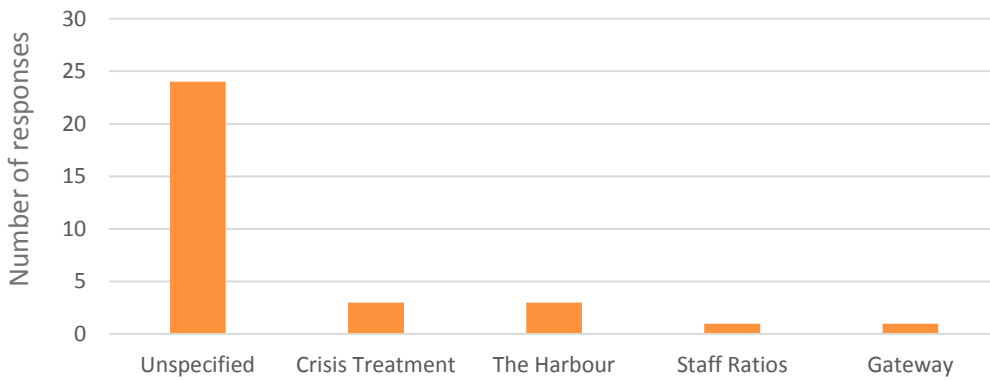
Within Emergency Services **A&E** was the biggest issue, which was often mentioned without additional information, though more specific answers were given which included **Waiting Times**, and **Inappropriate Visits**. Combining these responses show **A&E** to be the biggest concern in this area.

Ambulance Times was a notable statistic, although more information was not provided.

Emergency Services



Adult Mental Health Services



Issues within Adult Mental Health Services were largely **unspecified**.

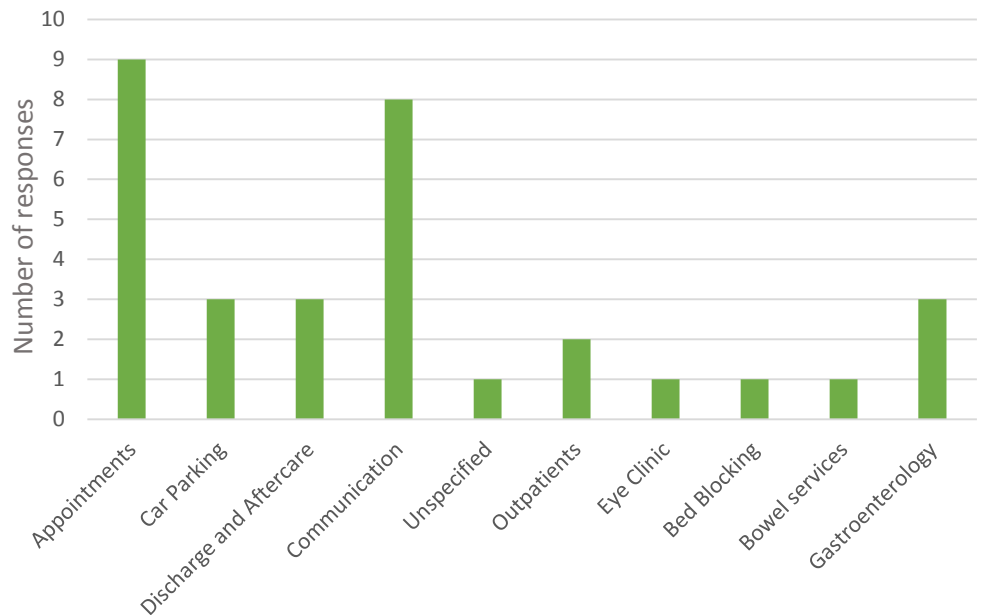
Where specific answers were given **The Harbour** included lack of beds and staffing.

Appointments included waiting times, and cancellations.

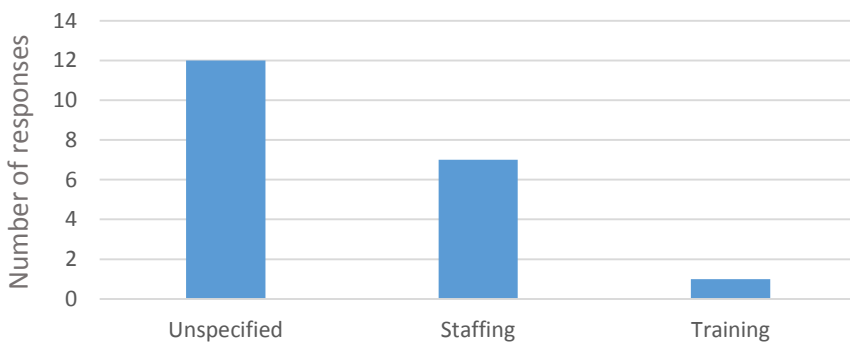
Communication included speaking to parents instead of young people, communication with patients on wards, as well as communication between hospital departments.

The other biggest concerns were **car parking, discharge and aftercare**, and the **Gastroenterology department**.

Blackpool Hospitals



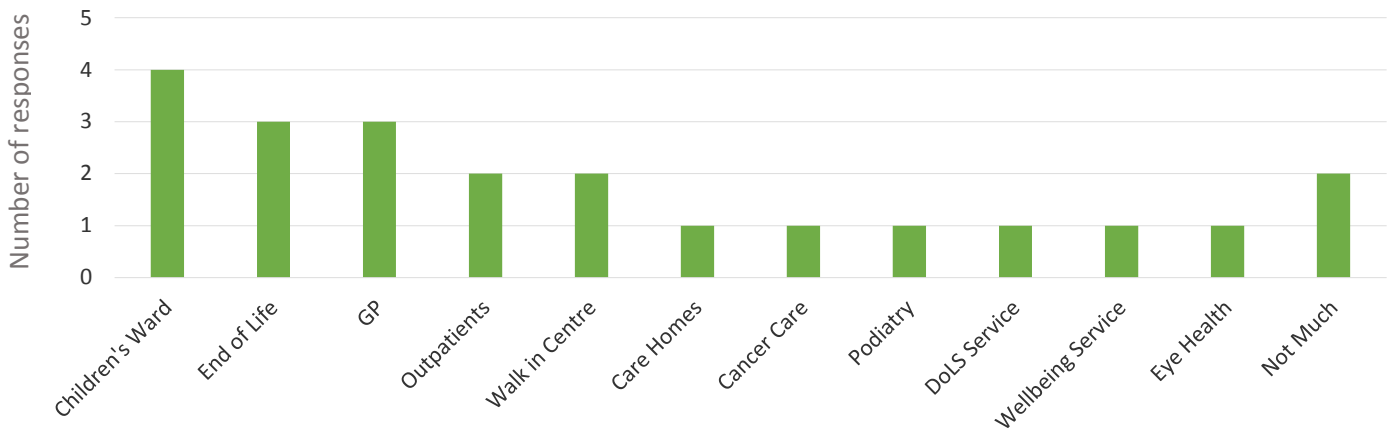
Care Homes



Issues within care homes were largely not reported, but were instead reported as a general concern.

Where issues were reported however, they were around **staffing** and **training**.

We asked: What is working well in Blackpool?



"I visit my GP and nurse often, they are very helpful and I appreciate the pressure they are under and think they do well in these circumstances."

Podiatry/foot and ankle clinic have provided an excellent service to me recently.

Walk in centre and out of hours [services] means that we have good access to urgent care services, and I get the impression this is much better than in some other areas of the country.

We asked: Is there anything else you would like to tell us?

"I think our Hospital in Blackpool does an exceptional job considering the lowering of funding from Government. They don't seem to take into account the high volume of visiting that may happen in the holiday season. It's like doubling your work load."

"There should be a 5 button emoji where you can rate the service as you leave."

"I don't find supported housing that beneficial. I keep wanting to go back into the care home. It was more calm in the care home, and I wasn't made to go into the noisy street if I felt scared. Yet supported housing places a lot of pressure on unwell tenants. I didn't really choose to live like this. My mental health team told me I "had no choice". I don't understand that. It's not like I murdered anyone."

"I feel that emergency mental health care is totally inadequate. I am particularly concerned about suicide and people affected by it. When someone is in a state of mental anguish it is no good for them to be ringing so called emergency services to be told that there is no one available or the phone is constantly engaged. It is also inadequate for them to be told to go to A&E (which is already at breaking point) to wait hours to see someone. My daughter spent 8 hours in the hospital before being seen by a mental health practitioner, 4 hours of which she spent lying under a table in an office while she was in severe mental anguish."

I have nothing but total admiration for the mental health service my daughter has received from both the man she saw at hospital and the people who have helped her since, but feel the lack of immediate emergency help needs to be addressed. I wonder how many people's lives would be saved if there was someone there for them when they need it most."

"The prevention agenda is being forgotten and those with the least powerful voice are being brushed under the carpet. Healthwatch Blackpool need to champion their voice to the statutory services and hold them to