

The Real People of Lancashire Report

October 2015

“When people are sight impaired how do we see skin cancer?”

“All school leavers should know CPR”

“My local GP surgery is amazing”

“Communication breaks barriers, don't assume we all communicate the same”

V2.1

Tel: 0300 303 8811

Website: www.healthwatchlancashire.co.uk Email: info@healthwatchlancashire.co.uk

Follow us on Twitter: [@HW_Lancashire](https://twitter.com/HW_Lancashire) Like us on Facebook: facebook.com/lancshealthwatch

Introduction

Healthwatch Lancashire is committed to helping to improve health and social care services in Lancashire by listening to members of the public and making sure their experiences and views are heard by those who manage and run services.

The “Real People of Lancashire” research campaign encouraged the residents of Lancashire to have their say on what matters to them when it comes to health and social care by taking part in an interactive activity.

The purpose of the campaign was to identify possible areas to prioritise future projects, research and activities for Healthwatch Lancashire.



Acknowledgements

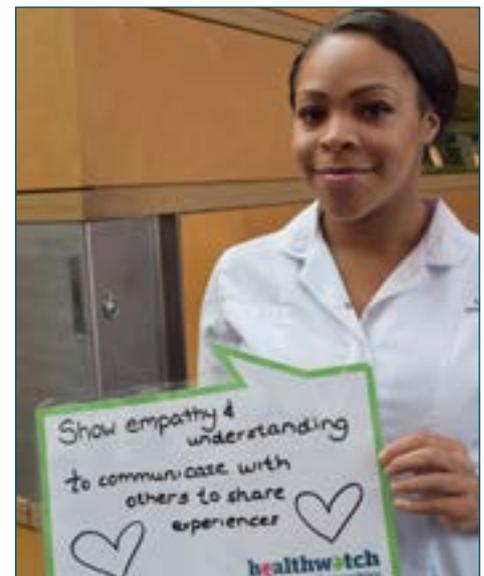
Healthwatch Lancashire would like to thank to all those who took part and shared their views on what they find important within health and social care in Lancashire.

Methodology

Members of the public were asked to write their thoughts, ideas or experiences about health and social care in Lancashire and were given the opportunity to have their photo taken to be a part of a poster campaign.

Healthwatch Lancashire gathered responses during public engagement activities across Lancashire which took place in community venues, at public events and in health and social care services.

Responses to the campaign were also captured through the Healthwatch Lancashire website and social media channels.



Results

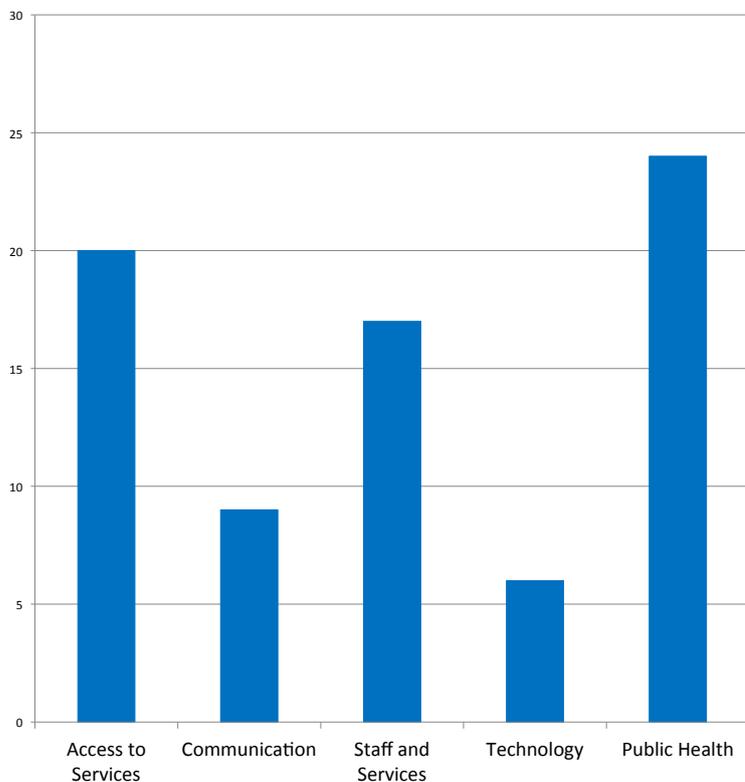
76 responses were collected from the people of Lancashire when asked to share their views and comments about what matters to them when it comes to health and social care.

We spoke to
76
members of the public

Themes

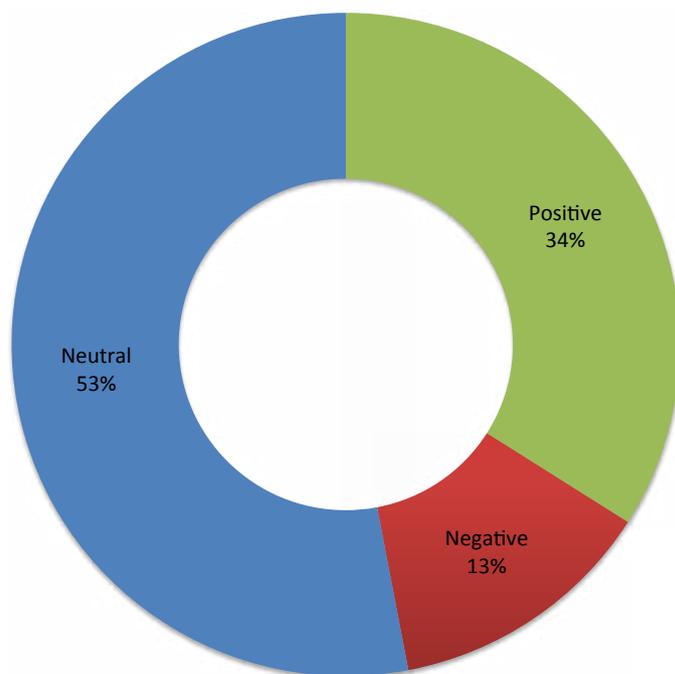
- Access to services
- Communication
- Staff and services
- Technology
- Public health

Number of Comments per Theme



Sentiment

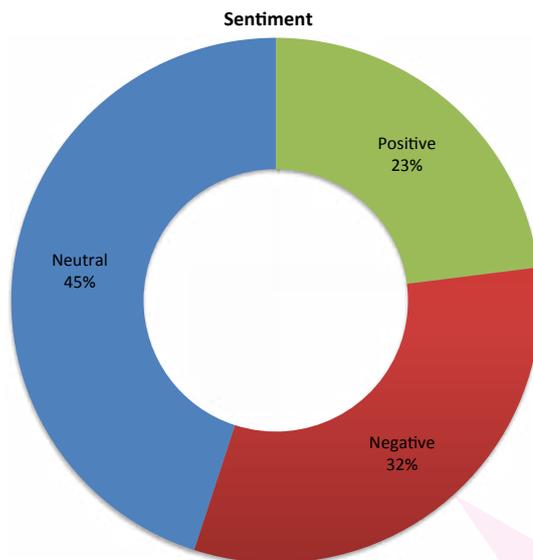
- **34%** of comments were positive
- **53%** were neutral
- **13%** were negative.



Access to Services

Summary

- Gratitude for positive experiences of NHS and social care services was expressed, but the impact of reductions in services health and wellbeing are a concern.
- Availability of GP appointments outside of normal working hours was requested.
- People want to see improvements in waiting times and adequately staffed services.



What people said...

"Free dental care"

"Free at point of delivery, resourced as priority. No discrimination on grounds of geographic area/ race/ creed/ sexuality"

"Healthcare should be free"

"Healthcare needs to be across the board with public and private partnerships, joint working and support"

"Make surgery hours longer, not Monday to Friday 8-5 only. Flexible hours"

"When you're ill how is phoning several days ahead of time possible?"

"Why is the wait for a dentist such a problem?"

"24/7 GP access."

"My experiences with the NHS have been excellent."

"The NHS has been very good to my family."

"I am thankful for the NHS. Lets keep it fully funded and free."

"Local mental health cuts have cost my mums support worker. She is really disappointed as it was a valuable service. I now have to fund alternative provision."

"Why can we not see the same doctor every time we visit surgery - I never see the same doctor twice running?"

"Easier access to GP appointments when you work normal 9-5 hours."

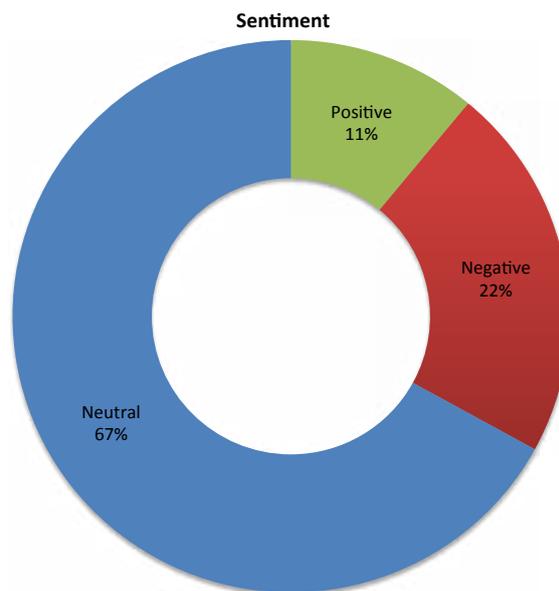
"Getting an appointment with a GP can be difficult."



Communication

Summary

- The need for respect of differing cultures, religions and individual wishes was highlighted.
- People want to see improved communication between health and social care services, between staff and services users and between hospital and GPs - especially when people are discharged from hospital.



What people said...

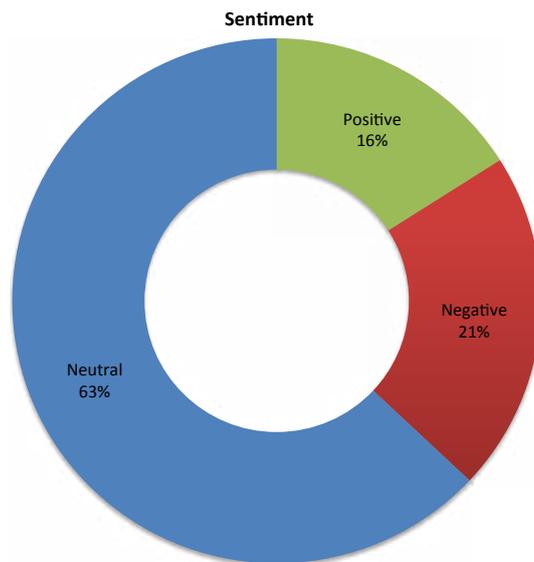
- “Better communication between hospital and community pharmacies.”
- “Communication breaks barriers!”
- “Don’t assume we all communicate the same way.”
- “I’m human! Please respect me!”
- “These days we live in a multi-cultural community. Please respect everybody’s culture and never be afraid to communicate!”
- “Joined up NHS and Social Care needed - working with local communities to meet their needs.”
- “Pre-discharge planning meeting for older service users is important.”
- “Health Melas are a good idea, they help people in a friendly environment”



Public Health

Summary

- Individuals should take responsibility for improving their physical health and wellbeing by exercising and eating a health diet.
- Training and education, in particular for CPR (Cardiopulmonary resuscitation) and first aid is important and should be on the school curriculum.
- People want to see that their views and opinions regarding health and social care are heard and acted upon.



What people said...

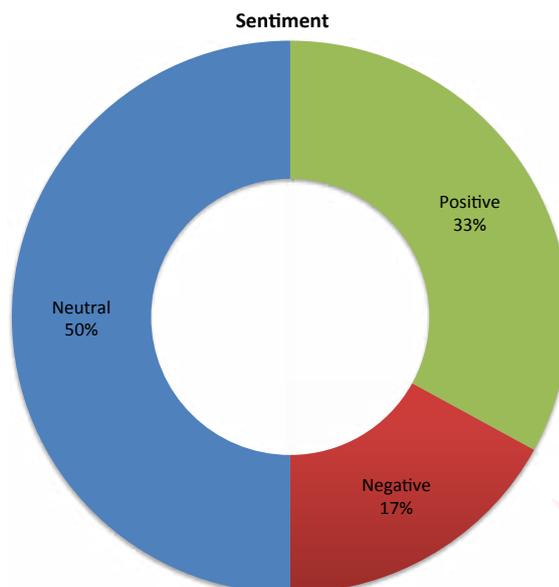
- “People from armed forces who have health problems need access to good health and social care services.”
- “Help and support for carers is needed.”
- “Know your blood pressure.”
- “Healthy living is not just diet and exercise. Its mental wellbeing and being happy too!”
- “Exercise more and eat a little less!”
- “When people are sight impaired...how do we see “skin cancer”?”
- “Listen to me please I know my needs better than you do.”
- “Let’s teach a generation first aid.”
- “CPR should be on the school curriculum.”
- “Every child and adult should eventually know first aid.”
- “Mental health to be more recognised by medical professionals.”
- “Keep supporting care staff with excellent training so that they can continue to provide high standards of quality care.”



Technology

Summary

- Improvements in the availability and use of technology such as text message reminders is helping improve service delivery
- People do have concerns that individuals who have difficulty in using technology may become marginalised.



What people said...

“At my GP practice there is a touch screen service which I am unable to use due to my visual impairments. However, the reception staff are willing and able to assist me to confirm my attendance for my appointment.”

“MRI scanning service at Whitegate Drive is excellent.”

“My ophthalmology appointments are notified by letter, with a follow up telephone call, to enable me to confirm whether or not I am able to attend. I feel reassured by this service and it assists me greatly as I am visually impaired.”

“Defibrillators save lives!”

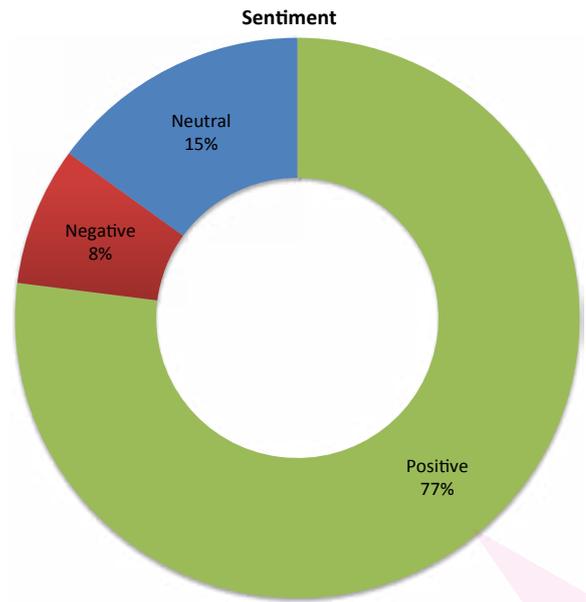
“Every school should have a defibrillator!”



Staff and Services

Summary

- People are appreciative when efficient health and social services are delivered by friendly staff who care and show compassion.



What people said...

- “Pharmacy service more user friendly, offer extra services and advice.”
- “Show empathy and understanding to communicate with others to share experiences.”
- “Happy with doctors at Coastal Medical Practice.”
- “Ward 24 at Blackpool Victoria Hospital gave my nan dignity and controlled her pain during her end of life care...thank you!”
- “Very happy with support from current doctors, dentist and health services.”
- “My local GP surgery is amazing!”
- “Caring with compassion at University Hospitals of Morecambe Bay Trust.”
- “I have recently found a doctor who will listen to me instead of reaching for his prescription pad.”
- “I like the way my local pharmacy organises my repeat prescriptions.”
- “I like the option of seeing a GP or a nurse practitioner or practice nurse depending on need. My GP surgery does this!”



healthwatch
Lancashire

Tel 0300 3038811

www.healthwatchlancashire.co.uk

info@healthwatchlancashire.co.uk

Twitter: @HW_Lancashire

Facebook: [facebook.com/lancshealthwatch](https://www.facebook.com/lancshealthwatch)