



Report Title	Locating Public Services in Farnworth
Organisation	This report is part of a project commissioned from Healthwatch Bolton by Bolton GP Federation. The work took place
Dates:	Nov/Dec 2106
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Acknowledgements

Healthwatch Bolton would like to thank service users and staff at Farnworth Health Centre, Kearsley Medical Centre, Farnworth Food Bank, Age UK and Farnworth UCAN Centre for sharing their views and experiences.

Disclaimer

This report relates verbatim comments gathered during the time of our visit. All comments recorded by Healthwatch Bolton have been added to Healthwatch Bolton’s databank of patient comment.

Background

This report examines what the people of Farnworth think about the physical location of services in their area. It is part of a wider project to explore what patients think of ‘neighbourhood hubs’ .

Strategic drivers

One of the new delivery models expected by GMHSCP and reflected in the Bolton Locality Plan is that Primary and Community Health activity will be delivered at Neighbourhood level, with a Neighbourhood covering 30-50,000 patients. Bolton is proposing 9 neighbourhoods. This work explores what people think about the location of services in the Farnworth Area.

A strategic review of Estates(buildings) is being carried out as part of the Locality Plan with a view to making better use of buildings within the public sector estate. This report might inform this activity.

Topics/Themes

Local Health Organisation, Location, Estates, Parking and Public Transport, Accessibility, Type of Building

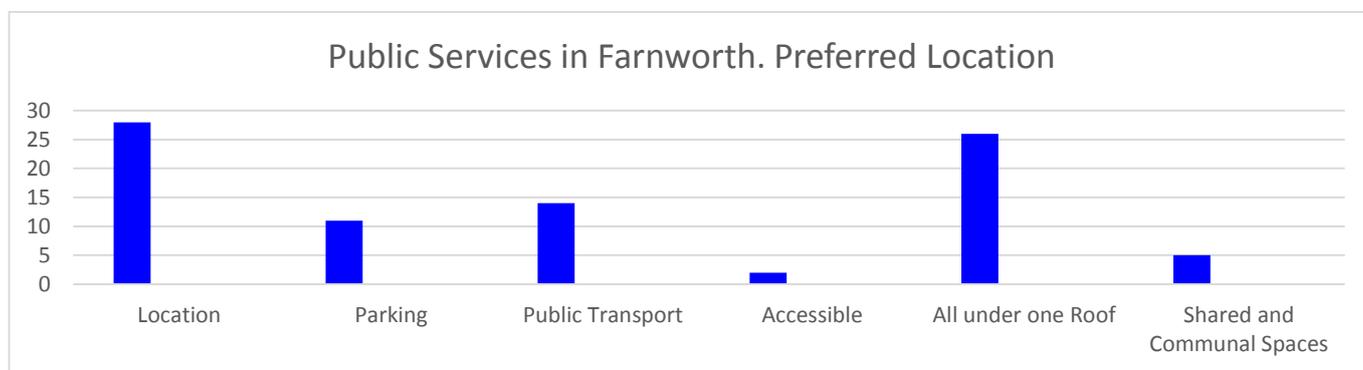
Who we spoke to

We spoke to 59 people at five venues in Farnworth over four days in December 2016. The venues were: Farnworth Health Centre (16 people), Kearsley Medical Centre (20 people), Farnworth Food Bank (6 people), Age UK (13 people), Farnworth UCAN Centre (4 people). This fieldwork produced 615 comments, 103 comments are used in this analysis.

Method

Field researchers used a semi-structured questionnaire and conducted informal interviews with individuals on a one to one basis. All comments were recorded verbatim against the relevant question prompts.

The Comments



People rated practical location, all under one roof, public transport and parking as being the most important factors.

All Under One Roof

"All the doctors could be together"
"Brilliant, if everything could be on one site"
"Bearing in mind confidentiality, a mix of services in my local area would help"
"Finances are determining care we get. If they listened to the people, they would save money; effective use of buildings and services would save money"
"I would like to see all on one location as long as privacy, dignity and confidentiality is considered"
"I would think that's part of the problem putting services together to save money affects quality. Saving money affects your care. I think services are changing to cut costs and not about better care"
"we currently get a good health service and everything we need"
"I'm not really sure as my health is good and I don't require special clinics"
"I live in Little Lever so I use Brightmet Health Centre for everything and I'm happy"
"Everything at some time over a week"
"Any (additional) services would be good as my GP doesn't have any"
"Better to have separate places for parking issues"

Shared and Communal Spaces

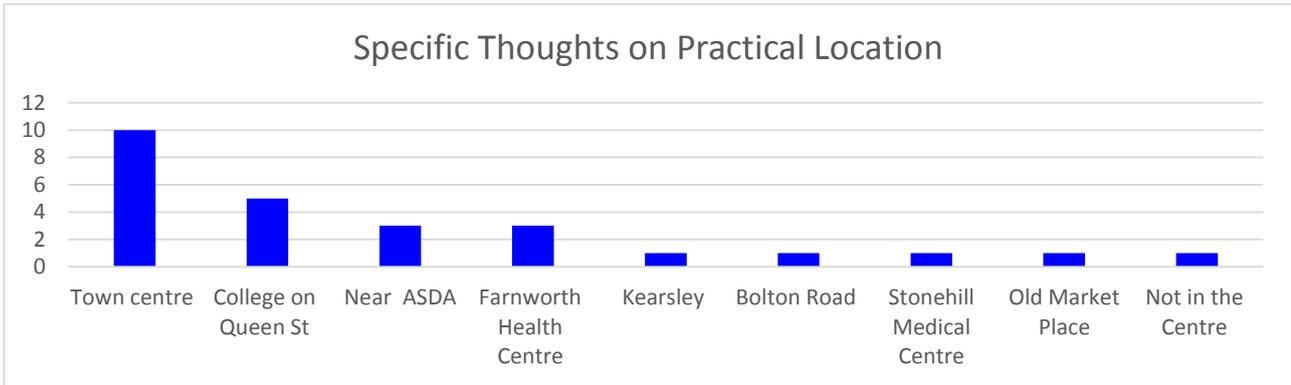
"A nice area to wait"
"An improved reception area where you don't have to queue with everyone else no matter who they are seeing "
"Premises need to protect your privacy and give you confidentiality"
"An environment for semi-structured conversations would be needed in the building"
"Some organisational changes could help if shared premises were involved; simple changes like shared rooms"

Accessible

"it needs to be fully accessible: I've fallen between the criteria for home visits as I can get into the health centre building in my wheelchair but it's getting out of my chair onto an examination bed for treatment that causes the problem"
"I can't go and see my GP as I need handrails and the building isn't adapted so it ends up the nurses and doctors coming to see me. The sister from the district nursing service repeatedly asked me to come into Farnworth Health Centre for my care".

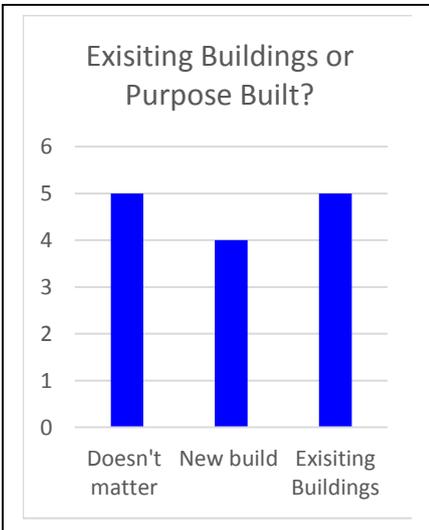
Public Transport
 "needs to be on a bus route and not a two bus journey"
 "near the bus station as people here can't get to Bolton One"
 "in the centre and on a bus route"
 "Farnworth central near the bus station"
 "Any site would need a good bus route"
 "Make it on a main bus route"
 "would need to bear in mind public transport access"
 "On a bus route. Friends of mine are finding it difficult when they get to the point of not driving"
 "If it's on a bus route and provide good parking"
 "car parking may cause issues so it needs to be on a bus

Parking
 "better parking with more disabled space"
 "Parking where patients are separate from the staff working there"
 "we both drive so we need good parking"
 "car parking may be an issue as staff work there"
 "I would like to see enough car parking spaces"
 "car parking may cause issues, so it needs to be on a bus route"
 "Big car park"



The majority of people preferred a town centre location in Farnworth. Asda in Farnworth and the Queen St College were also popular. In this respect people appear to have been most influenced by parking and public transport considerations.

There were mixed views on whether existing buildings or purpose built facilities were better and a large proportion of people who answered this question said they didn't mind.



Doesn't matter
 "Any as long as it is suitable"
 "Doesn't matter"
 "It doesn't matter as long as it was made suitable for all services"
 "It could be a new building or a refurbishment, but needs to be big enough, accessible and easy to get to"
 "not necessarily (new build)"

Existing Buildings
 "Porta cabins would be ok; e.g. Bolton One"
 "There is space in existing buildings"
 "There are quite a few big surgeries around - Piggott Street, Frederick Street but it can be very impersonal when services get bigger"
 "Could be slotted in to random buildings although it would be nice to have a brand new building like Brightmet"
 "An extension to what there is now"

Purpose Built Building
 "A new one for Farnworth"
 "new build is the best way to do it as it can be designed"
 "new building. Treat us with respect. It's hard enough when you're ill with one or more chronic long-term conditions"
 "new build"