

## **NHS Bolton CCG Communications & Engagement Team**

### **Healthwatch 'Living with Covid' report – May to June, 2020**

NHS Bolton CCG Feedback and recommendations response

#### **Summary**

Healthwatch Bolton makes sure local people have a say in influencing and changing the delivery of local health and care services for those who use them now and in the future. In response to the recent summary of public feedback 'Living with Covid-19' NHS Bolton CCG welcome the opportunity to respond formally on key findings and recommendations put forward for review and action.

Firstly, It's good to hear that people are finding Bolton CCG's social media channels very useful. We acknowledge that not everyone has access to the internet and social media, and we have taken steps to work with our partners to create printed materials which support our key messages:

- Contributed to a 2-page flyer by Bolton Council with key messages about GP practices #stillhereforyou
- Contributed to a 16-page printed booklet by Bolton Council with more detailed key messages about how GP practices were operating
- Worked directly with Bolton at Home to produce a special printed edition of Quarter Turn (their regular publication) to be delivered to every tenant. This includes comprehensive coverage of key messages around how GP practices are operating (phone first), how practices are safe places, how to contact your GP if there are health concerns, how the hospital is operating with social distancing, how pharmacies are working, the importance of daily exercise and the importance of looking after your mental wellbeing
- The CCG's engagement specialist produces a weekly update for our partners and providers, pulling together the latest guidance, local support and key messages. This is issued electronically and appears on the CCG website, but recipients - of which there are more than 270 and growing - are encouraged to share the contents in the best way that will reach their stakeholders.

Secondly, we also recognise that some communities, where English is not their first language, require additional support in translating materials and/or getting messages to their community:


- The CCG has established close links with Bolton Council of Mosques (BCoM) and Bolton Hindu Forum to uncover any issues they may be facing during Covid-19
- During Ramadan and Eid (May), the CCG and hospital (NHS in Bolton) produced a letter of reassurance with BCoM which included messages around how we were working together and how health services were operating. This was translated into Urdu and Gujarati and shared by BCoM throughout the Muslim community. WhatsApp has been utilised as a key channel of communication.

- In addition, we produced a number of pull-up banners to be displayed in targeted supermarkets. These included key messages about Bolton’s response hub, GP practices and accessing primary care and the hospital, which were translated into Urdu.
- The CCG worked with Bolton Hindu Forum to establish a number of key issues the community had said they were concerned about. The CCG produced a set of guidance featuring important messages about GP practices and accessing health care – making it clear that the NHS was still operating and emphasising the ‘phone first’ advice. This has been distributed via Bolton Hindu Forum with a view to translating and cascading via their own links into the community.

Finally, we have created a series of ‘Here for you’ videos which have also subtitled in Urdu and Gujarati and shared with our BAME communities via our established relationships. These videos also allow us to link in with our population who otherwise feel alienated by written communications.

### Recommendations for the CCG

The Healthwatch report raised a number of recommendations. Where these involved Bolton CCG, we have responded as below:

Recommendation	Action	Example	Date
<p>1. CCG and Public Health to consider re-enforcing the messages about the importance of carers looking after their own wellbeing and highlight what support is available.</p>	<p>To mark Carers Week (June 8-14), Bolton CCG created a suite of social media messages and graphics to highlight the support available. These were shared with a wide range of partners who were encouraged to post directly via their channels.</p>	 <p>One in four young carers say they feel lonely but no young carer should feel alone. Bolton’s Young Carers Service provides vital support to help young people who help others. #hereforyouBolton For more information visit: <a href="https://www.bolton.gov.uk/help-carers/young-carers/1">https://www.bolton.gov.uk/help-carers/young-carers/1</a></p>	<p>June 8-14, 2020</p>



Young carers can look after a family member or friend for up to seven hours a day.

No young person should be disadvantaged because they are caring for a loved-one. Bolton's Young Carers Service provides a tailored package of guidance, support and information.

#hereforyouBolton

Find out more at

<https://boltonladsandgirlsclub.co.uk/youngcarers/>





Even during COVID, If you are invited by your GP for an annual review/telephone consultation – it's important you don't miss it! An appointment can be made at a time to suit your caring responsibilities.

#hereforyouBolton

Find out more about support for carers at:

<https://www.boltoncarers.org.uk/>

<p><u>2.</u> We recommend Bolton Council &amp; Bolton CCG share information about mental health support, healthy eating and drinking be shared more widely and via social media groups (including BAME and disability groups).</p>	<p>Following the last H/W report (April to May), we created a suite of social media messages and graphics, including a short video, to coincide with Mental Health Awareness week which focused on sleep, healthy eating and alcohol.</p> <p>These were shared with a wide range of partners who were encouraged to post directly via their channels.</p> <p>We recognise that this is an ongoing issue and will continue to factor this in to our communications, taking into account targeted audiences.</p>	 <p>Stressed or just bored?</p> <p>It's tempting to have a drink or two to unwind or fill your time if you're at home all day.</p> <p>If you think you're drinking too much and want help to keep track, there is support available: <a href="https://www.nhs.uk/live-well/alcohol-support/calculating-alcohol-units/">https://www.nhs.uk/live-well/alcohol-support/calculating-alcohol-units/</a></p> <p>Don't forget to #bekind to yourself this Mental Health Awareness Week.</p>  <p>There's a lot to remember at the moment and eating healthily might be the last thing on your mind!</p> <p>Being at home more means your usual mealtimes and routine might be disrupted.</p> <p>But #bekind to yourself - try to eat well and drink plenty of water</p>	<p>May 15-27, 2020</p>
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as what you eat & drink can affect how you feel.

<https://www.nhs.uk/live-well/eat-well/eight-tips-for-healthy-eating/>



Lack of sleep can leave you feeling rubbish.

If you've a lot on your mind or you're worried about something, you might struggle to drop off or stay asleep.




A lot of people are feeling the same at the moment. #bekindtoyourself and try these top tips: <https://www.nhs.uk/oneyou/every-mind-matters/sleep/>



If you need help in a crisis, no matter what it is – we're here to help! You can find details of mental health support in Bolton here

<https://hub.gmhsc.org.uk/mental-health/in-your-area/>

#TogetherGM #hereforyouBolton

	<p>Collaborated with Bolton Council to produce a Bolton version of a GM 'Wellbeing and mental health during Covid-19' booklet. Shared on social media and printed copies to be included in food parcels from the Resilience Hub.</p>		May 29- June 5, 2020
<p><u>3.</u> We recommend Public Health clarify which dental practices are set to reopen in Bolton.</p>	<p>Dental practices are overseen by NHS England, rather than the local Public Health department or CCG. There has been very little information received about dental practices. However, following the last H/W report (April to May) the CCG has posted about dental services.</p>	 <p>Struggling with toothache? Dental help and advice is still available. Contact your dental practice in the usual way for a telephone assessment. If you aren't registered with a dentist, visit <a href="https://www.nhs.uk/service-search/find-a-dentist">nhs.uk/service-search/find-a-dentist</a> or call the dental helpline 0333 332 3800 (Greater Manchester only). #hereforyouBolton</p>	May 15- 27, 2020
	<p>Since the announcement that dentists were allowed to re-open we have promoted this on social media and utilised national resources from NHSE</p>		June 12- 19