

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.

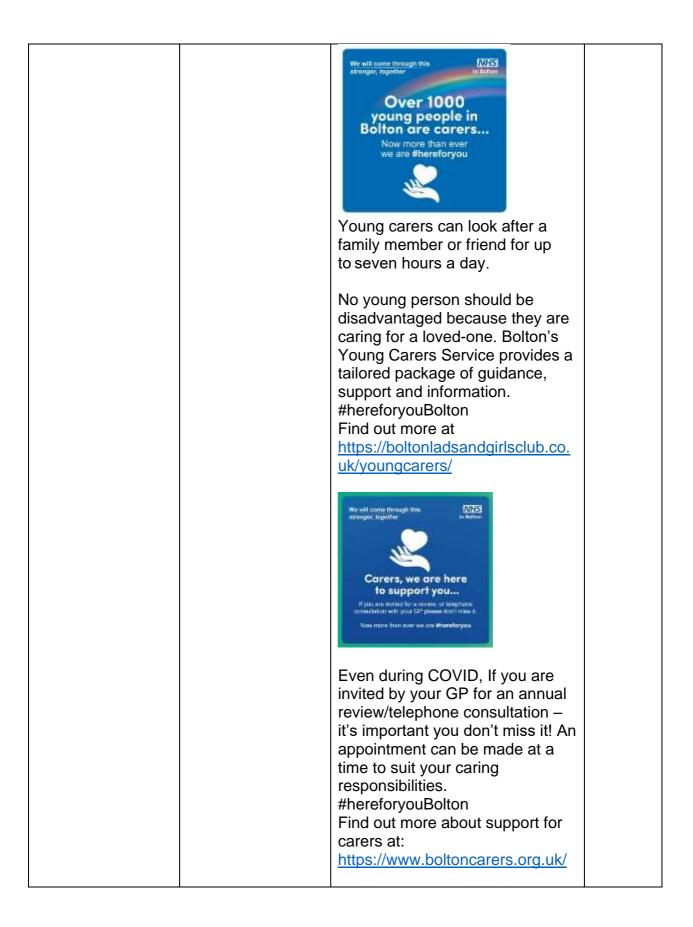
Finally, we have created a series of 'Here for you' videos which have also subtitled in Urdu and Gujurati and shared with our BAME communities via our established relationships. These videos also allow us to link in with our population who otherwise feel alienated by written communications.

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
<u>1.</u> 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.	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.	Will come through this Will a state 1 in 4 young carers say they feel al@ne Bottom's Young Carers say they feel al@ne Bottom's Young Carers Bottom's Young Carers say they feel al@ne Bottom's Young Carers Service is #thereforyou Say they feel One in four young carers say they feel lonely but no young carer should feel alone. Boltom's Young Carers Service provides vital support to help young people who help others. #hereforyouBolton For more information visit: https://www.bolton.gov.uk/help-carers/young-carers/1	June 8- 14, 2020

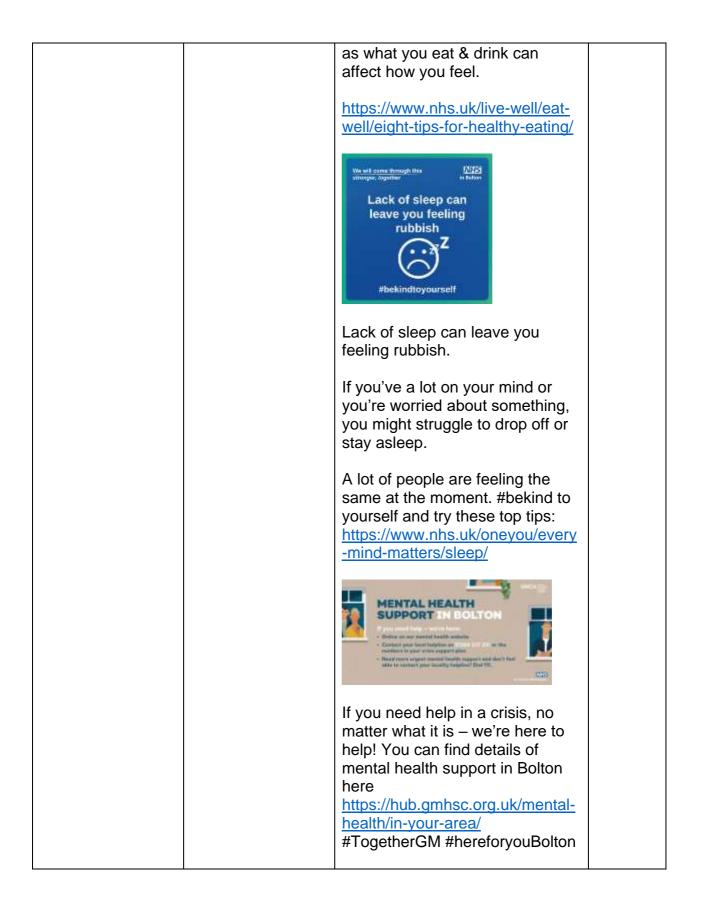






encouraged t post directly of their channel We recognise this is an ong issue and wil continue to fa this in to our communication taking into account targe audiences.	 well/alcohol-support/calculating- alcohol-units/ that oing Don't forget to #bekind to yourself this Mental Health Awareness Week. ctor ons,
	Being at home more means your usual mealtimes and routine might be disrupted. But #bekind to yourself - try to







	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.	Wellbeing and mental health during COVID-19: A guide to looking efter yourself and others Bolton Council Arts	May 29- June 5, 2020
<u>3.</u> We recommend Public Health clarify which dental practices are set to reopen in Bolton.	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.	Dental help and advice is still available across Greater Manchester. Critics year owner pacts is an available. Contact your dental practice in the usual way for a telephone assessment. If you aren't registered with a dentist, visit nhs.uk/service-search/find-a- dentist or call the dental helpline 0333 332 3800 (Greater Manchester only). #hereforyouBolton	May 15- 27, 2020
	Since the announcement that dentists were allowed to re-open we have promoted this on social media and utilised national resources from NHSE	Accessing Dental Care in England from 8 June Proof 8 June dented precisions a data to open most upged need. More Proof Dented precisions a data to open most upged need. More Proof Dented precisions a data to open most upged need. More Proof Dented precisions a data to open most upged need. More and upged need precisions a data to open most upged need. More and proof precisions a data to open most upged need. More and precisions and solar and to open a data to open most upged need. More and precisions and solar and to open a data to open most upged need. More and precisions and considered to precision and the open and the open most upged need.	June 12- 19