

Healthwatch Bolton

Health and Care Priorities Consultation

2021-2022

Summary

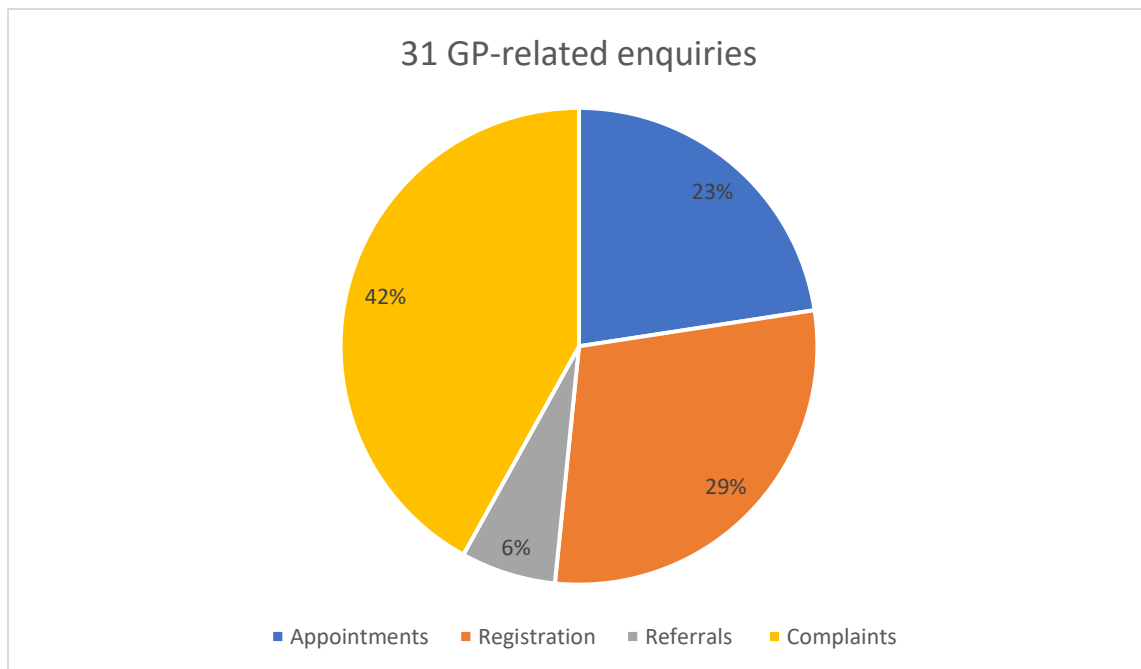
Each year we consult with the community of Bolton and we look at our intelligence to set our workplans.

Due to the Covid 19 pandemic, we have not been able to do as much community engagement as we would have liked to. But our community engagement officer contacted many groups and new contacts to ensure we received a wide range of comments in our survey. We also receive intelligence from posts on social media.

We launched a survey in February 2021 and 88 people responded to this survey. We asked people to vote for their top 3 health and care priorities. The results of the survey are as follows:

- ✚ The top health and care priority was **Primary Care**
- ✚ Second was **Secondary Care Services**
- ✚ Third was **Adult Mental Health**

In addition to this, we have looked at the intelligence that has come into our Information Advice and Guidance service. We had 91 enquiries related to dentistry and 31 related to GPs. In addition to voting for the top 3 priorities, we also asked people to tell us what they felt were the main issues with the services they chose. All comments are included in this report. We also asked people to tell us anything else they would like us to consider on our workplan. From the comments there is a strong theme around mental health support, and again, primary care.



Top Priority = Primary Care

Q. For the services you rated as your top priority, what do you feel are the main issues with that service?

“long wait times”

“lack of available NHS dentist”

“lack of opportunity for face to face consultation”

“It is difficult to get appointments when needed, have to wait many days”

“shortage of GPs”

“primary GP/dentist- there's needs to be a push more for digital/virtual appointments ensuring after the pandemic is fully over we don't revert back to only having face to face. When you work full-time it can be difficult getting away from work”

“Nowhere near enough NHS dental provision for Bolton Borough residents”

“cannot get in touch with GP surgery, phones always busy. Staff always say they cannot help, you have to phone how? when phone lines not answering”

“Lack of same day appointments can mean a delay in diagnosis. GP are very important to get that right is to get the starting point right”

“Getting a doctors appointment was very difficult. Was send a txt message with a form to fill in then waiting to hear back from Dr was frustrating”

“Can't see GP when you want to and have to”

“people having problems registering with a Dentist. times given to see a G.P could be a few days”

“NHS dental services are patchy at best. It's expensive and difficult to get appointments”

“More fully qualified and experienced doctors and appointments more readily available. Reduction in responsibility passed on to receptionists and nursing staff who do not have the relevant experience to be able to act alone to deal with patients”

“can never get through to my local doctors on the phone in xxxxxx”

“Difficult to get appointment”

“Not enough access to GPS or seeing a regular GP who knows the patients with complex health conditions”

“Cannot get in touch with GP surgery, phones always busy. Staff always say they cannot help, you have to phone how? when phone lines not answering”

“I can’t register with a dentist no one is taking on its not good enough what do I do?”

“primary GP/dentist- there's needs to be a push more for digital/virtual appointments ensuring after the pandemic is fully over we don't revert back to only having face to face. When you work full-time it can be difficult getting away from work”

“Lack of same day appointments can mean a delay in diagnosis. GP are very important to get that right is to get the starting point right”

see health issues care doctors enough day Lack face face consultation
best issues appointments health services
mental health need phone children waiting times
people dentist GP staff support difficult appointments GPS
doctors appointment access Difficult

Second priority = Secondary Care Services

Q. For the services you rated as your second priority, what do you feel are the main issues with that service?

“sitting in queues without any indication as to when you will be seen. There needs to be a better communication system put in place”

“Long wait for appointments with specialist”

“waiting times”

“reduce waiting times”

“they don’t have enough funding and are understaffed”

“Hospitals are key, they do a great job”

“Difficulty in accessing different departments without referral”

“Hospital not caring for patients due to covid”

“Hospitals are overwhelmed because of covid, lack of funding for years and low staff levels because of people leaving as a result of stress”

“Hospitals are reducing patient Beds with a growing population that is aged and with complex needs. Many people like me are going untreated”

“Delayed appointments. No face to face contact”

“Some appointments have been cancelled due to the pandemic making treatments being delayed”

“Hospital appointment waiting lists too long for simple things”

“Keep staffing a priority”

“Money equally spent throughout the country and the area. Also same standards at all hospitals so not a gamble where live which standard of treatment received. Or alternatively, provide specialist services is one hospital in the area to a higher standard instead of lots of small services varying from area to area”

“Waiting time for an appointment or admission for a procedure”

health Adult mental health Waiting times care home long Covid treatment wait
reduce delayed people appointments Hospitals support
services will children area need care better seen
patients lack access one going waiting lists enough mental health

Third priority = Adult Mental Health

Q. For the services you rated as your third priority, what do you feel are the main issues with that service?

“Mental health for adults. Profound Deaf there out of every 2.5 people 1 has mental health. Accessibility and help before crisis”

“lack of provision, waiting times, not enough low level intervention to prevent escalating. Covid will have really made things worse for people”

“adult mental health- there's never enough about this at all. There's such negative connotations especially in the workforce. Workforces have mental health first aiders yet colleagues still judge you”

“More awareness and acceptance about it. Especially in the south Asian community”

“Biggest problem is the stigma around mental health within communities and not being able to access services”

“Adult mental health is very important. Poor adult mental health leads to family problems”

“Mental Health among the BME community still remains very poor in Bolton particularly for African and Caribbean communities”

“COVID has stretched an already overstretched service. Mental health needs to be given real priority not lip service”

“One of our key priorities should be adult mental health as it has a knock on affect for children and other family members. The ongoing support costs and repeated episodes are so negative to their ongoing life's chances and if children/teenagers/YP are involved the outcomes are terrible for everyone. Children and young people will inherit their parent's problems and unfortunately often not achieve as much educationally as they would have done with parents that are well. It remains a real huge priority and Public/Private/Voluntary sector need to support.

“Family mental health and wellbeing, isolated grandparents/parents due to covid restrictions, loneliness and outreach work as this area has been severely hit by lockdown and people need face to face interaction”

“Muslim moral emotional support not available for deaf Muslim peoples”

Lack of access to services during lockdown periods, people feeling isolated

“Although there is a lot of information regarding mental health both in the media and at various medical premises, there is not I believe a lot of emphasis of picking up those who slip through the net, mostly because they are afraid of contacting someone. I believe that the professions on the front line who may not be equipped into reading the signs regarding mental health and therefore are not able to signpost people to the necessary professionals who may be able to help them”

“Not enough awareness. It’s a taboo subject which needs to be addressed”

“Mental health is being shown has escalated given the pandemic and I believe there needs to be an asserted effort to make sure that assistance is provided across the board to the people of Bolton”

go waiting times work mental health long access better issues given Covid
waiting Hospitals need help services often people
important staff children mental health treatment time children public health
appointments Adult mental health community

In addition to voting for their top three health and care priorities, we also asked people to tell us if there was anything else we should consider looking at this year:

“They are doing their best in improving their health care services as their prompt and positive response towards patients feedback by receiving feedbacks from their health care team regards to their capabilities. BOLTON HEALTH WATCH is corresponding with a positive and prompt action”

“Mental health support”

“how current plans compare with those identified prior to pandemic”

“I think you covered everything but it was hard to choose cause there access problems with a lot of the services. Truly understand all disabilities”

“I believe that mental health in all ages need to be addressed this year given the impact that this has on many many people during the pandemic, especially those who have been isolating for months on end, which is mostly the older members of our community”

“Generally support for health workers in all areas and an effort to stop private companies taking over the profitable bits and leaving the NHS to deal with the most demanding cases”

“Your communication regarding Covid has been firstclass and much appreciated. Thank you to all staff for your help”

“Ensure that at least one person or partner is allowed to come to appointment with the patient. Many times the patient is taken to hospital/appointments alone and that is very overwhelming for them and family members thus at least one person should be allowed to accompany”

“Out of hours GP services”

“No, I've never accessed HW Bolton before so I wouldn't know what your purpose is.. how you influence or are involved with patients or members of the public. However to have social media is good enough these days..”

“The end of the CCG and the rights of local people to know about these matters and to influence and be listened to in what comes after”

“Womens health issues”

“Long term effects of Covid related issues”

“Even before this pandemic to see a doctor at your Health Centre could usually take between a month and six weeks. They did have emergency appointments but even then you might have to wait a day or so. Maybe we are short of doctors but the service is not as good as it used to be”

“Basically just stand up for vulnerable people and the staff who care for them, and if there are issues with inadequate care, try to get something done”

“Looking after rough sleepers”

“How local pockets of funding for health and social care is spent to fight for public access and publicly owned services to ensure private companies do not dominate and local medics (eg CCG) are not Paid stupidly high salaries. Pay nurses more we need more nurses. Do a survey on local nurse satisfaction how many we need and how many will leave. Hold those in power (locally and nationally) to account. Go get em!”

“Promoting mental health in isolated individuals”

“Equity of health services among the most disadvantage communities in Bolton”

“Collaboration with other services to make Bolton a more pleasant and safer place to live”

“In my view, Healthwatch should have a stronger voice on tackling poverty and ensuring inclusion”

“Yes! Everyone deserves to be seen by a GP or health practitioners when they want too rather than waiting for appointments and cancellations”

“Mens mental health”

“There should be more funding for Asian men's mental health”

“Getting people active”

“prevention is better than cure, Bolton is on the whole a town where we see great effects of poverty and lack of understanding, high BMI, mental health, smoking and drinking and cancers, heart issues and diabetes type 2 are big issues. we need to address the town attitudes and support people to take care of their health”

“Harwood health centre need to answer the phone”

“Checking standards of service provided by GPs throughout the Bolton area to ensure all areas provide the same service. Same standard, same services. At the moment appears that many GPs have decided that easier to diagnose over telephone and no examinations necessary. This can be very dangerous and results in many symptoms being misdiagnosed and many illnesses being missed . This is not satisfactory. Dentists have been able to reopen with suitable testing, protective clothing and ventilation but many GPs are not seeing patients . This can not continue long term. Checks should be made which GPs providing which services and opportunity given for equality for all residents of Bolton”

“Health tourism should be stopped”

“Yes, need father, man, support service specialist Muslim”

“Family mental health and wellbeing, isolated grandparents/parents due to covid restrictions, loneliness and outreach work as this area has been severely hit by lockdown and people need face to face interaction”

“Children and Adult Mental health should be the Priorities especially during this Pandemic. We need to support children, parents, and young people better to improve their outcomes. We need to help and encourage better lifestyle choices to ensure that children are fully supported whilst they are growing. Parents should be able to access better support for dealing with challenges in their relationships as this negatively impacts their outcomes in the longterm; plus it is catatrosphic for the children/young people in the family”

“Care Homes”

“More resources should go in the deprived areas”

“Mental health is being shown has escalated given the pandemic and I believe there needs to be an asserted effort to make sure that assistance is provided across the board to the people of Bolton”

“I'm just concerned about home care because it's invisible and those who need it are often not capable or too afraid to raise concerns”

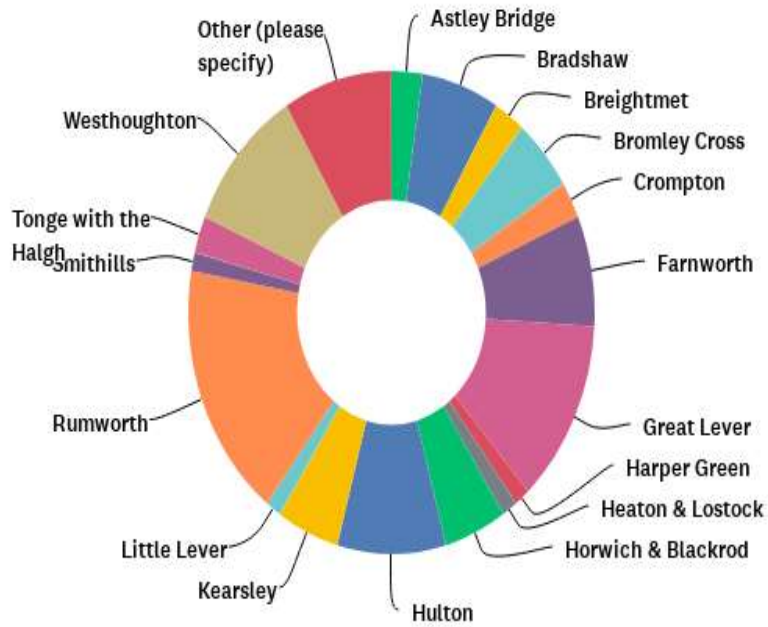
“The use of more greenspaces in Farnworth to increase physical and mental well-being”

“Help the south Asian community with mental health awareness”

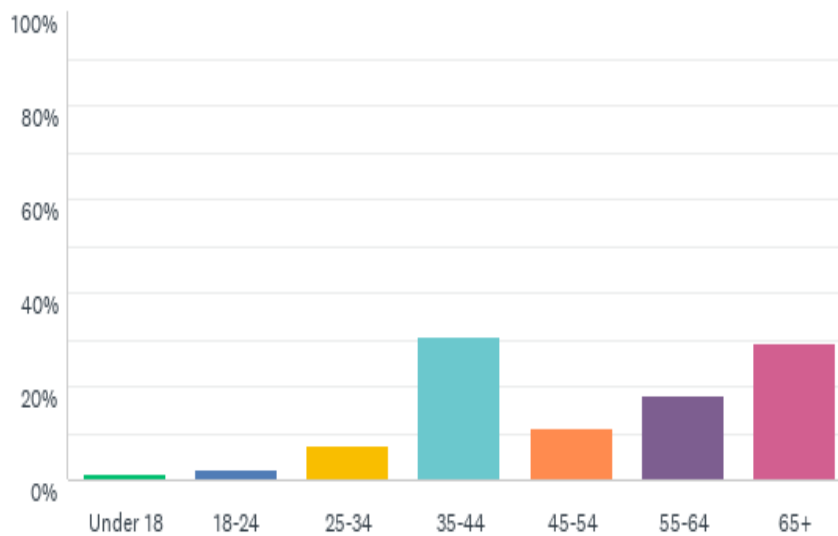
Now we have been working remotely with some success, incorporating the less urgent appointments this way would help those who need to be seen face to face.

Bolton see many appointments mental health areas
services patients need better health pandemic support
ensure people issues care

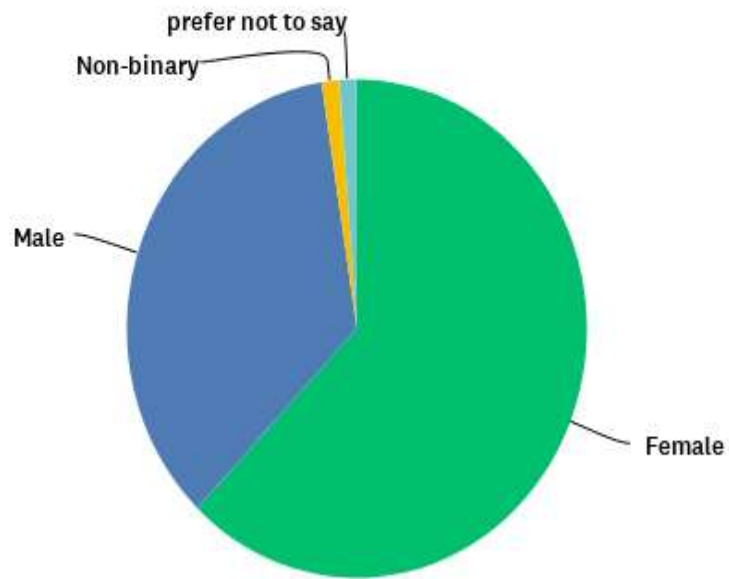
Q6 Please tell us where you live



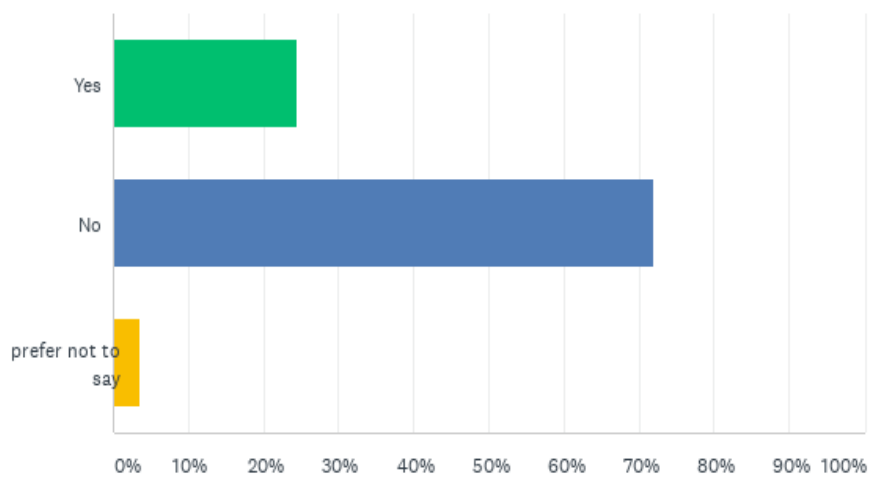
Q7 Please tell us your age



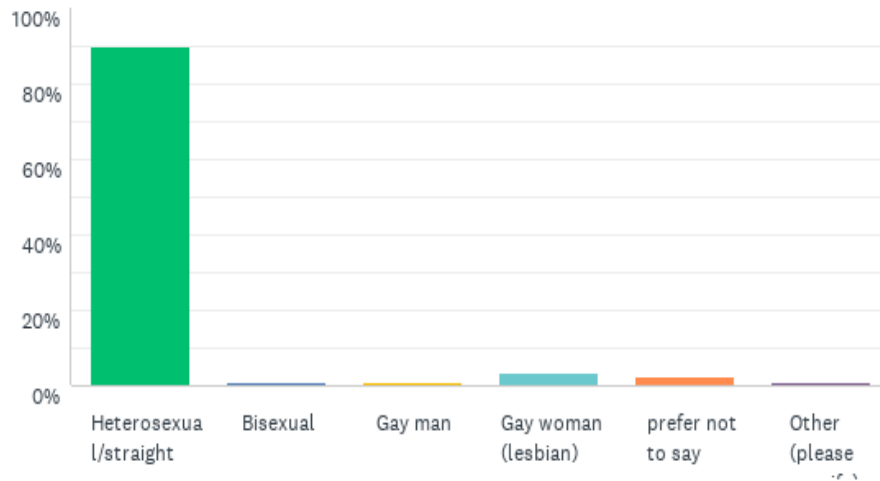
Q8 Which gender best describes you?



Q9 Do you have a physical or mental impairment that has a substantial and long term adverse effect on your ability to carry out day to day activities?

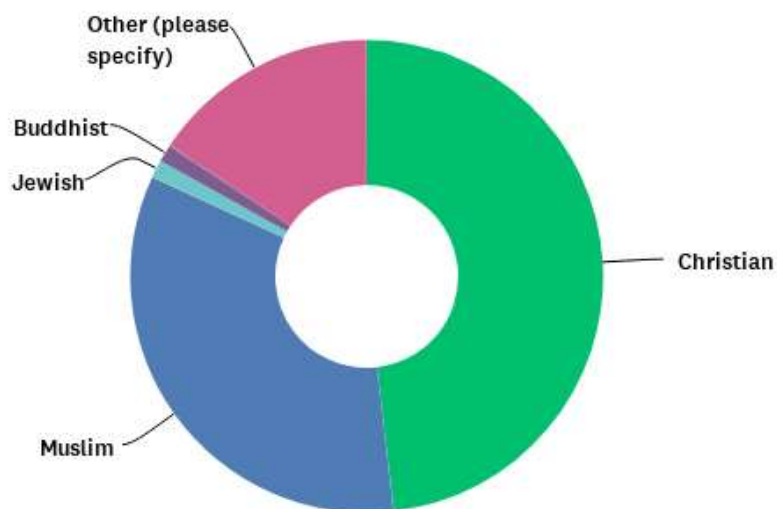


Q11 What is your sexual orientation?



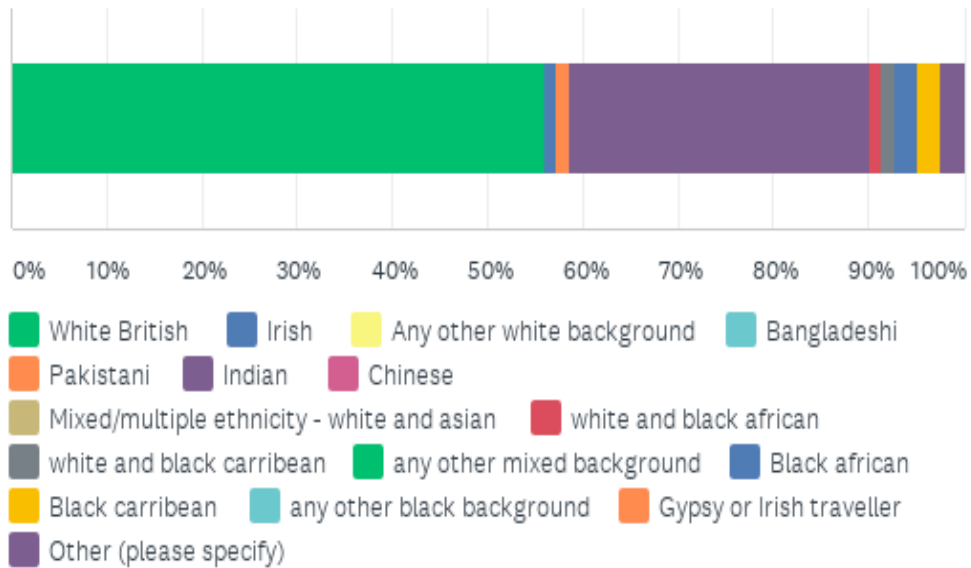
**'Other' response was 'female'*

Q12 Religion or belief system



**'Other' responses were 10=None and 2=Atheist*

Q10 which race do you identify as?



**For 'Other' responses, these were: Middle Eastern and British Asian (2)*

We would like to thank everyone for their contributions to this survey. We will formulate our workplan based on the top three priorities.

