

# The NHS at 70

## What matters to you?

### Bolton CCG

August 2018

This report is based on comments collected by CCG engagement staff at the NHS 70 event on Bolton marketplace square.

Healthwatch Bolton were commissioned by Bolton CCG to analyse the comments and create a report. A full explanation of the guiding principles and framework for how Healthwatch Bolton do analysis can be found online on our website [www.healthwatchbolton.co.uk](http://www.healthwatchbolton.co.uk).

This report relates to findings observed and contributed by members of the public in relation to the specific project as set out in the methodology section of the report.

The report is not a representative portrayal of the experiences of all service users and staff, only an analysis of what was contributed by members of the public, service users, patients and staff within the project context as described.

On Thursday, July 5, 2018 we celebrated 70 years of our NHS. The 70th birthday presented a unique opportunity to showcase achievements as a national organisation and also as a vital part of community life here in Bolton.

The national objectives of the NHS 70th birthday celebrations were:

- To thank NHS staff for their hard work and commitment, profiling their skills, experience and successes and celebrating their diversity, whilst recognising the challenges they face.
- To look back over the last 70 years of the NHS celebrating key clinical, technological, scientific, medical and workforce developments and breakthroughs.
- To look forward and build confidence amongst staff and the public about the NHS's long-term future, recognising that the way care is delivered will continue to evolve.

Our local objectives were:

- To highlight and appreciate the work and staff of our local primary care settings.
- To allow people to connect with, and understand better, the NHS here in Bolton.
- To look back over the last 70 years of Primary Care in Bolton and celebrate developments and breakthroughs which have made a significant difference to local lives.

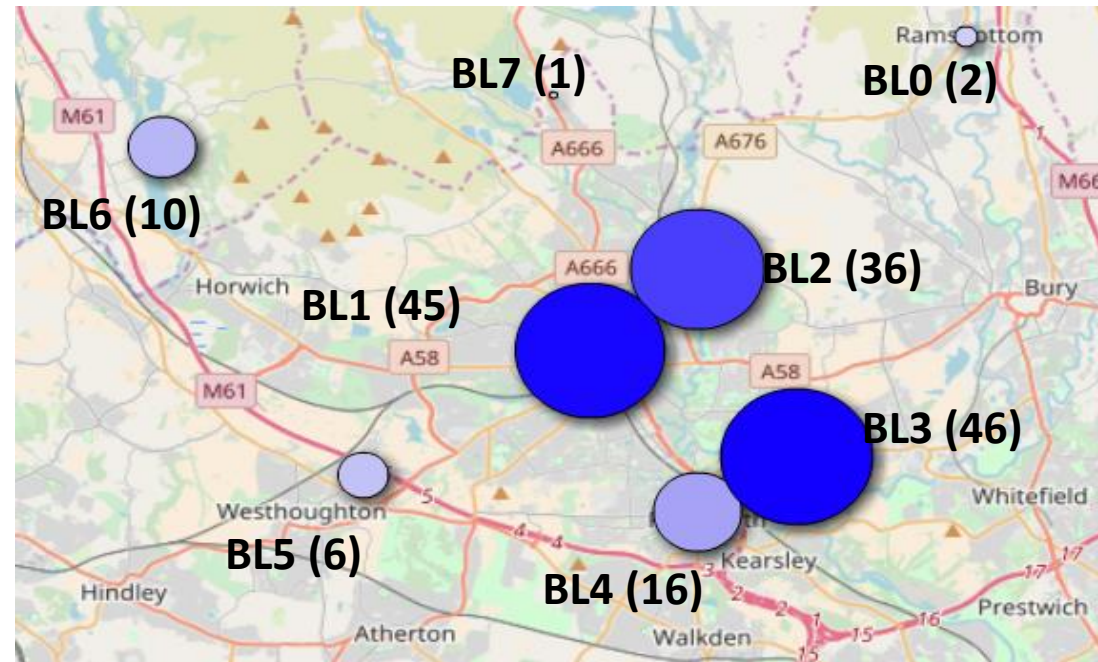
# What matters to you? - Methodology

We used the key milestone to initiate some public engagement around 'Then, now and the next 70! (what's important to our Bolton public).

The engagement acted as a scene setter for an up-to-date Locality Plan conversation – updating the public on the changes in Health and Social Care services etc. We hoped that this would help us to establish (from collated data) what is important to the public in Bolton for the next 70 years.

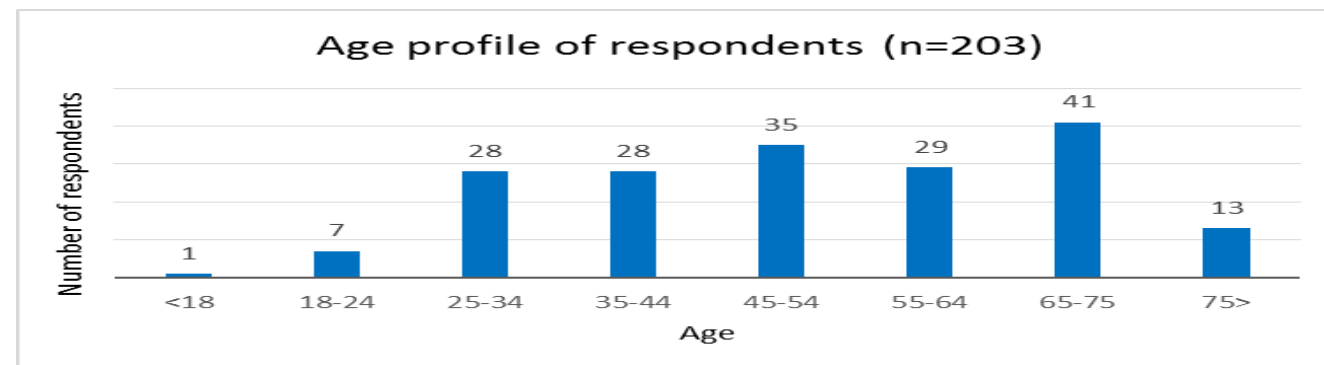
People were asked to fill out a card with their comments on 'What matters to you?'

We spoke to 203 people and recorded 321 comments



Postcode distribution of respondents

*note; Manchester postcodes (8), n/a (33)*



*note; n/a (21)*



## Praise

Much of the comment we collected had praise for NHS staff and services.

People wanted access to NHS services to be easy, with caring staff delivering high quality services. A few people did want referrals to be easier to get. Difficulty in getting transport to GPs and hospitals was also mentioned. A major topic was waiting times, with people often finding it hard to access their GP quickly.



## Experience



## Administration

Comments on the administration of the NHS focused around both saving money, as well as spending more on the overall operations. In particular, how money was spent and the need for more was highlighted by many.

There were suggestions made about how the NHS should run in future, many fit into a general category, or addressed the topic of staff. The need for a walk-in centre, more technology in care and prescriptions were also mentioned.



## Suggestions

# What matters to you? – Key findings



Services (primary)

Services (secondary)

We collected views on dentists, chemists and GPs.

There were mentions about ambulance services, maternity, hospitals, mental health, and A&E.

Comments referred to specific health conditions, young people, and elderly people.



Specific needs

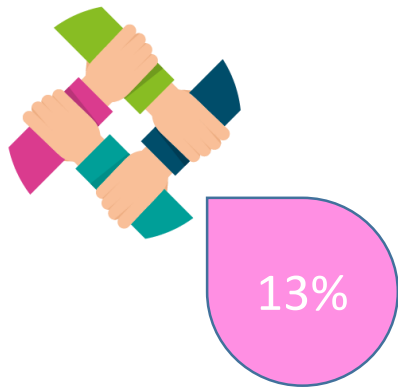


Support

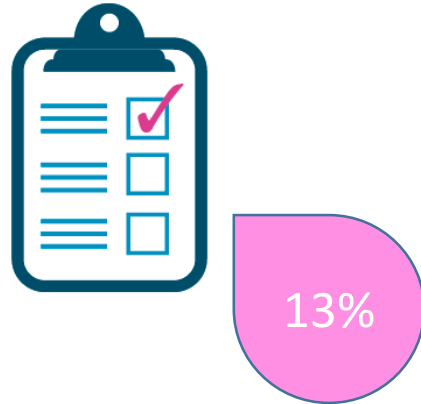
A number of comments related to local services, community services, and prevention.

# What matters to you? - Responses gathered by topic area

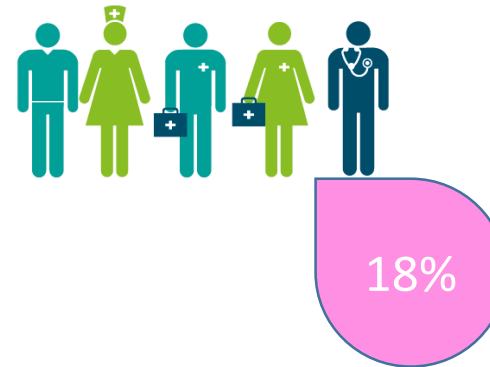
Praise



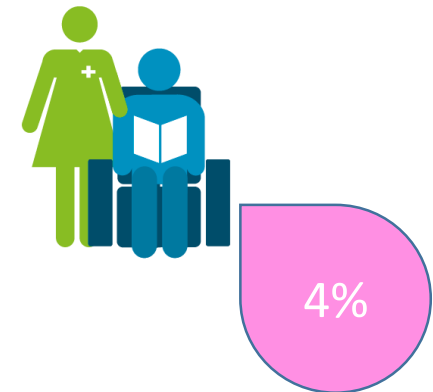
Administration



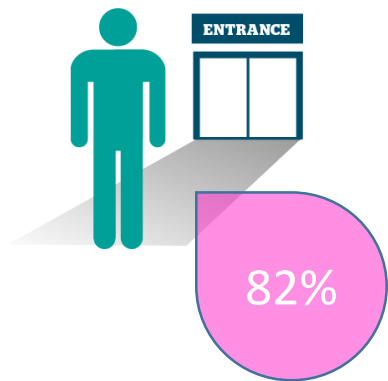
Services



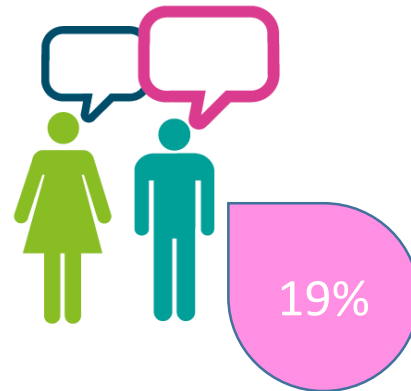
Support



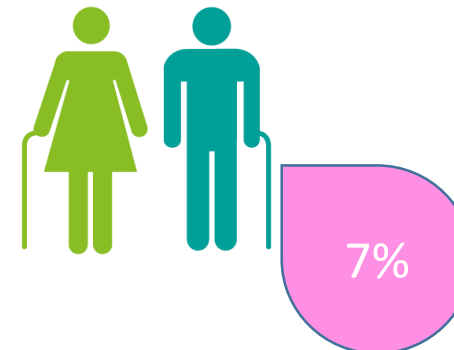
Experience



Suggestions



Specific needs



\*there were 2 uncategoryed responses.

## Praise for specific services:

*“Hospital and ambulance service had excellent service from the NHS.”*

*“Very Happy with Diabetic clinic service.”*

*“Been very lucky with services locally. Husband has Parkinson's & back problems, service has been great. Please keep it up.”*

*“Positive experience. Keep it as it is. 'Saved my life' Alcohol unit.”*

*“Lots of love for the NHS. See the same GP every time you go. Know the patient.”*

*“In the last 3 months my son has had 3 operations. He has had fantastic service on all occasions. His consultants are both fantastic.”*

*“Happy with epilepsy clinic. Good service.”*

## A closer look at the **praise for the NHS...**

### Praise for the NHS as a whole:

*“Continue to give the fantastic service that it's given me for 68 years. NHS staff are all angels. Many thanks.”*

*“Very happy with care received. Have 3 kids and experience has been good. Want it to continue at same level.”*

*“Excellent service 'Saved my life'.”*

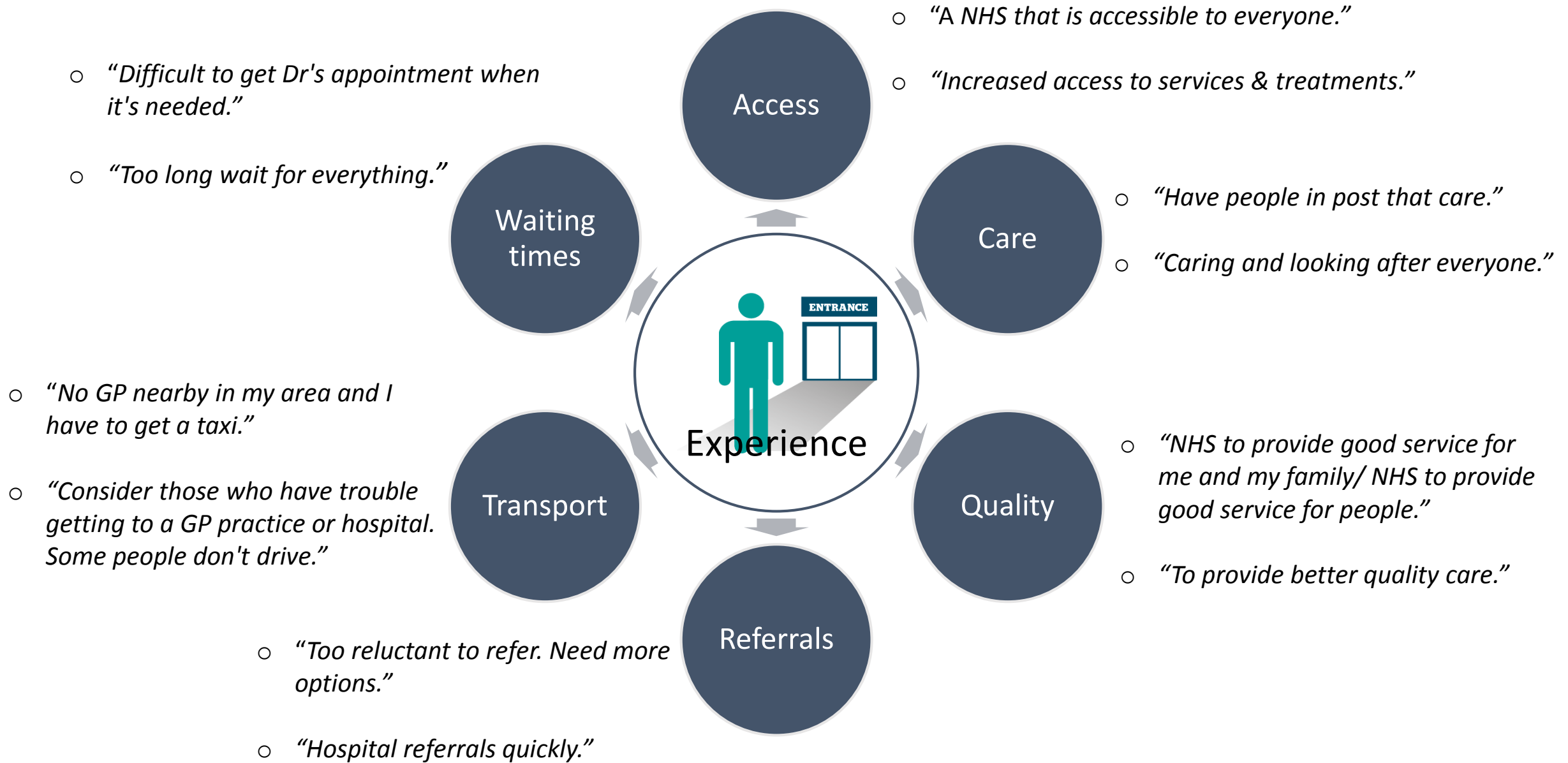
*“They are there for everyone and are caring when needed.”*

*“Good experience - Good services - not got bad thing to say - Keep up the good work.”*





# What matters to you? – Analysis Experience



A closer look at the issues being raised about **waiting times**...

## General concerns about arranging appointments:

*“Able to access doctor appointments easily.”*

*“GP Appointments hard to get asked to ring back all the time. Needs support waiting time too long for an appointment.”*

*“GP Appointments to be more forthcoming! Instead of the long waiting times.”*

*“Waiting lists too long.”*

## I want more time with the doctor:

*“Appointment time should be a bit longer.”*

*“Longer appointment if needed.”*

## I can't use the online system easily:

*“To be able to make an appointment NOT ONLINE.”*

## I see waiting at A&E as a distinct issue:

*“Less A&E waiting times.”*

*“If you need to attend A&E not wait for hours.”*

# What matters to you? – Analysis Administration

- *“To continue a free at point of access service. To be supported in full by the government of the day and not a tick box exercise. Bless you all.”*
- *“Certain medications free.”*

- *“Addressing health tourism to save money.”*
- *“Claim money back for health tourism.”*

- *“More money more doctors & nurses and hospitals needed.”*
- *“Stop cutbacks.”*

- *“Crucial that what is left of NHS stays public as opposed to private ownership. Remains public by funding sufficiently by tax and NI payments by myself (for 42 years) and all other honest people.”*



- *“Be more prepared for longer term.”*
- *“Re-organise the administration too much red tape on a well deserved service.”*
- *“...but do think services would improve if folk stopped abusing it.”*
- *“Procurement spend money wisely not waste.”*
- *“NHS not to waste money.”*
- *“Rein in wastage e.g. Re-use crutches people should give donation to NHS to run smoothly - Should not abuse system.”*

A closer look at the issues being raised about **funding**...

## General concerns about money:

*“Plus more money for GP's for quicker appointment service.”*

*“More money more doctors & nurses and hospitals needed.”*

*“Needs more central funding.”*

*“More money for staff.”*

## I want fewer cuts:

*“Save our NHS from government cuts. We do not want it to become like the American Health insurance system. Long live the NHS.”*

*“Too many cut backs across the board.”*

## I want more research funding:

*“Money for Cancer research & treatment needed.”*

*“More money for cardio & cancer.”*

*“More investment required at RBH. More doctors and nurses needed.”*

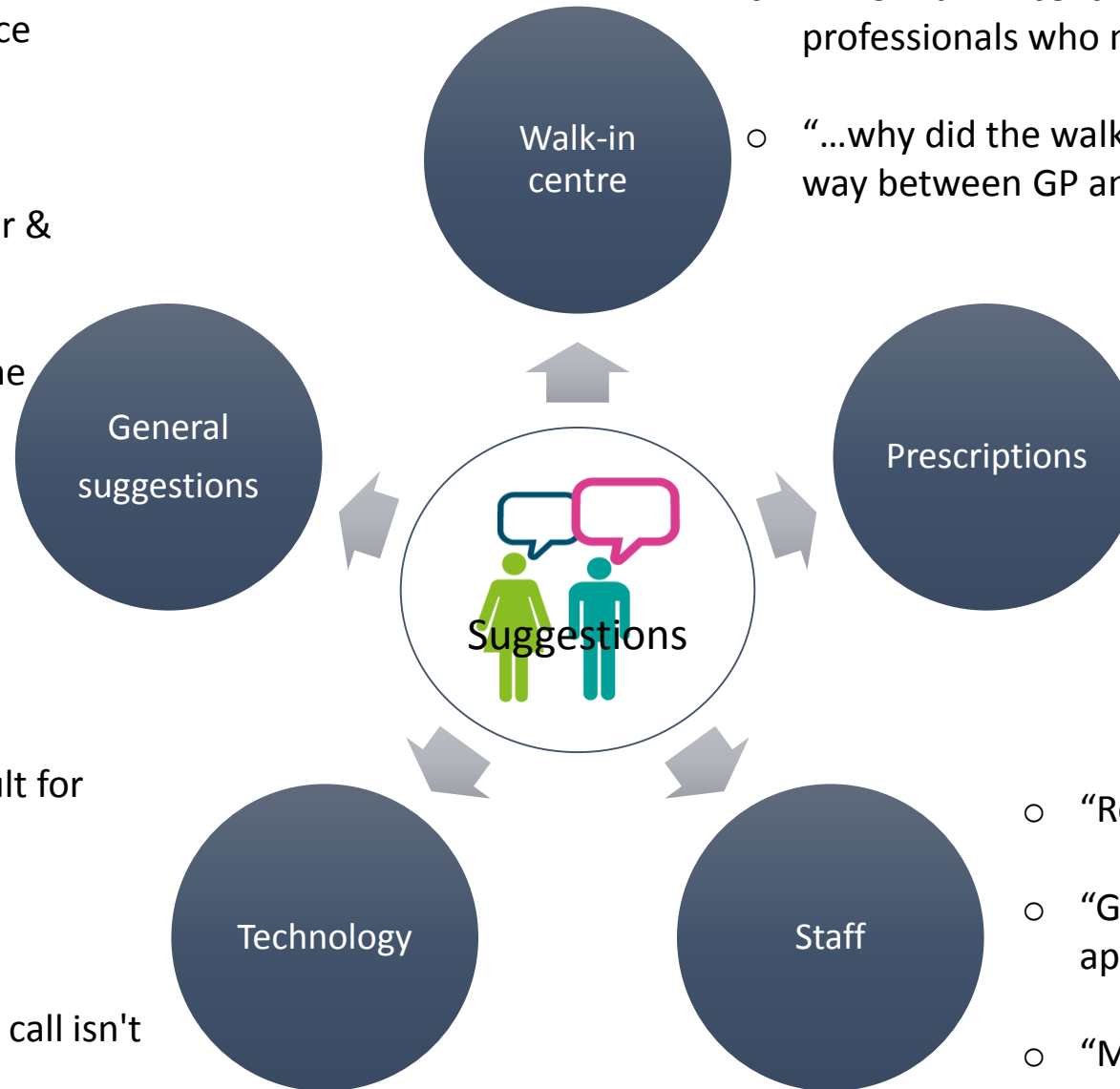
## I want new solutions:

*“Community should be more involved with fundraising for maternity units, EMI, Dementia care, childhood cancers etc. Maybe family fun days & donations.”*

*“Ring-fence tax for NHS to support services - don't waste money use purchase power.”*

# What matters to you? – Analysis Suggestions

- “NHS should provide same service to people when they move from one town to another.”
- “More staff with bedside manner & time to read records.”
- “Make sure we are around for the next 70 years.”
- “Online booking system is difficult for older generation.”
- “More on line & more TEC!”
- “A telephone call or prescription call isn't great.”



- “NHS Walk in centre in the city centre to help working professionals who might not afford time off work.”
- “...why did the walk - in centre close. This provided a half way between GP and A & E.”
- “Cheaper prescriptions.”
- “Stop giving paracetamol & hay fever products on prescription.”
- “Reward staff with better pay.”
- “Give nurses & junior doctors appropriate support.”
- “More nurses and clinical staff.”

A closer look at the issues being raised about staff...

## Levels of pay

“Reward staff with better pay.”

“Better pay - less hours.”

“More investment in staff.”

## Number of staff

“More trained health assistance.”

“More doctors and nurses - Keep it as it is.”

## Pressure on staff

“Too much pressure on doctors and nurses.”

“Overworked and underpaid.”

“Maternity and A & E both stretched.”

## The attitude to care

“Health professionals that care and have a passion for helping people instead of doing the job for their own personal reasons!”

A closer look at the issues being raised about general suggestions...

## General suggestions

“Clean hospital.”

“NHS should provide same service to people when they move from one town to another.”

“More staff with bedside manner & time to read records.”

“Make sure we are around for the next 70 years.”

“Better LGBTQ inclusion & understanding from the Health Service.”

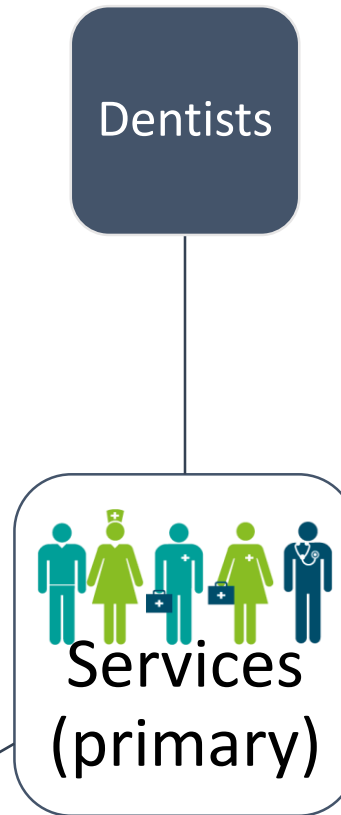
“Keep minor ailment services.”

“Sustainable services that are front line focused.”

# What matters to you? – Analysis Services (primary)

- “GP Appointments' services should be improved - I find it difficult to get appointment.”
- “Supportive receptionists required at GP Practice. Shouldn't need to give life story.”
- “The GP only lets you tell him/her one problem.”
- “More full time GP's, less locums.”
- “A GP that listens.”

GPs



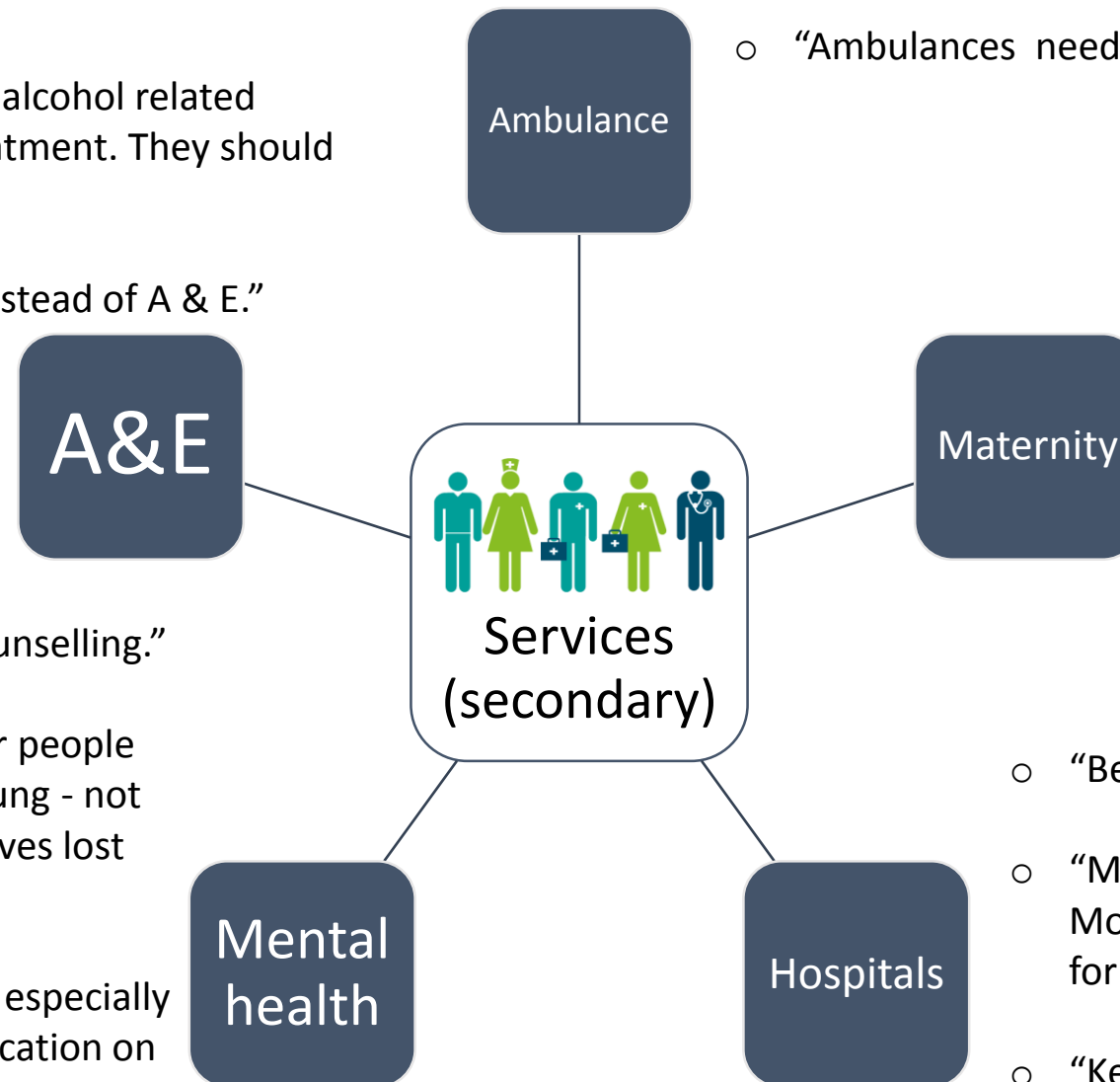
- “Dentist is an issue - Need NHS Dentist.”
- “More access to NHS dentists.”
- “Dentist services. Needs shorter wait. Difficult to get in.”

Chemists

- “More chemists.”
- “Promote visiting pharmacist first before visit to GP.”

# What matters to you? – Analysis Services (secondary)

- “More staff needed especially at A & E.”
- “Reduce waiting time at A & E.”
- “People who attend A & E due to alcohol related problems should not get free treatment. They should pay for it.”
- “Education of where best to go instead of A & E.”



- “Quicker ambulance response had to wait from 8pm - Never came!”
- “Ambulances need to attend quicker.”

- “More midwives & support. More maternity groups in area.”
- “More money needed in maternity care. Big drain in last 7 years in service provision.”
- “Young mothers are judged.”

- “Funding put into mental health counselling.”
- “Would like to see more support for people with depression particularly the young - not enough support and far too many lives lost unnecessarily.”
- “More investment in mental health especially early intervention. Counselling/education on how to look after your own mental health.”

- “Better management at hospital.”
- “More funding for RBH. Funding for staff. Moral improvement. Positive promotions for hospitals.”
- “Keep beds open in Bolton.”



“More understanding of Alzheimer's for both the patient and family.”

“Need more specialists in Bolton that deal with anorexia.”

“Heart Surgery- diagnosis and treatment process too long.”

“Special educational needs.”

## Specific conditions

“Improvement in CAMHS and other children's services needed.”

“Good Care - More child check ups.”

“Over medicalisation of children.”

“Listen to young people.”

## Young people



Specific needs

“Make sure elderly are looked after well and supported at home.”

“Better care for our elderly in our hospitals.”

“More help for the elderly & the disabled.”

## Elderly



- “Should not have to travel to Wigan for my daughter's treatment.”
- “Home for 'challenging behaviour patients' actually in Bolton.”
- “Provide local services for Westhoughton residents.”
- “More support groups in area.”

- “More services in the community.”
- “Being looked after in my community.”
- “NHS should work with community. More services needed in community.”

- “More money to be spent on prevention.”
- “More support outside of work like gym pass or therapy.”

# What matters to you? – Recommendations



## Praise

Keep providing the service and treatment people like, as shown by comments in this study.



## Suggestions

Overall people were concerned for staff welfare, as well as expecting services to be responsive to their individual needs.



## Support

There was demand for localised care, and support for community treatment. People were aware of the need for prevention.



## Experience

Waiting times are a major issue for people, includes the wait to get an appointment and when attending A&E.



## Services (primary) Services (secondary)

All aspects of service provision are called to be better funded, with easier access, and responsiveness to need.



## Administration

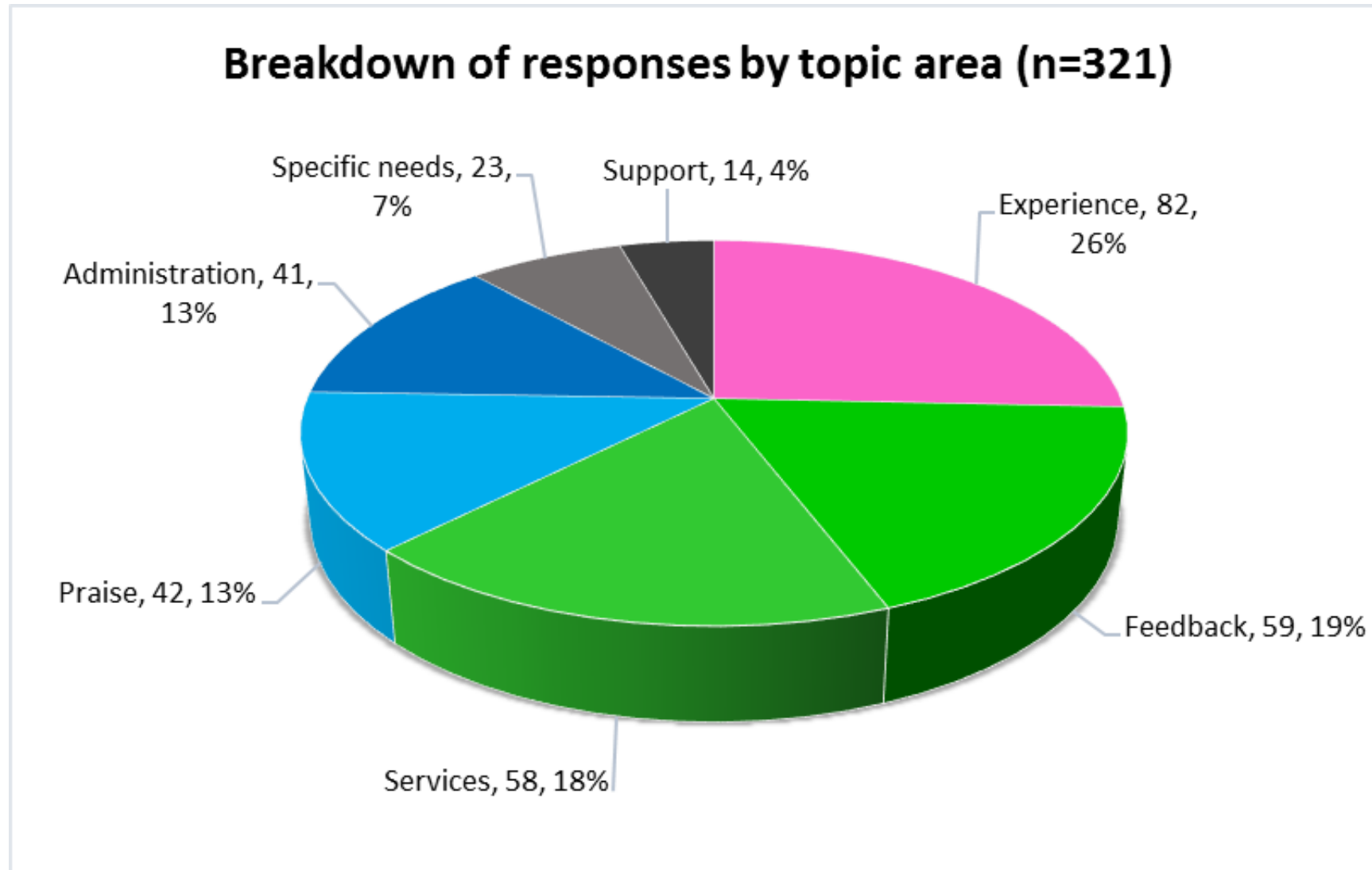
People wish for a well funded system that is efficient, innovative, and avoids waste.



## Specific needs

Neither the young nor old should be forgotten, with both facing specific challenges.

*Healthwatch Bolton would like to thank all those that took part in this research or facilitated it to take place.*



Experience – 82%  
Suggestions – 19%  
Services – 18%  
Praise – 13%  
Administration – 13%  
Specific needs – 7%  
Support – 4%

\*there were 2 uncategorised responses.

# What matters to you? - Responses gathered by topic area

Praise	Mentions	Percentage of mentions
Positive	42	100
<b>TOTAL</b>	<b>42</b>	<b>100</b>

Experiences	Mentions	Percentage of mentions
Waiting times	46	56.1
Accessibility	14	17.1
Quality	13	15.9
Care	3	3.7
Referrals	3	3.7
Transport	3	3.7
<b>TOTAL</b>	<b>82</b>	<b>100</b>

Administration	Mentions	Percentage of mentions
Money	17	41.5
Waste	8	19.5
Free	7	17.1
Health tourism	4	9.8
Management	3	7.3
Public ownership	2	4.9
<b>TOTAL</b>	<b>41</b>	<b>100</b>

Suggestion	Mentions	Percentage of mentions
Gen. suggestion	24	40.7
Staff	23	39.0
Technology	5	8.5
Walk-in centre	4	6.8
Prescriptions	3	5.1
<b>TOTAL</b>	<b>59</b>	<b>100</b>

Services	Mentions	Percentage of mentions
GP	22	37.9
Mental health	10	17.2
A&E	9	15.5
Hospitals	6	10.3
Maternity	4	6.9
Dentists	3	5.2
Ambulances	2	3.4
Chemists	2	3.4
<b>TOTAL</b>	<b>58</b>	<b>100</b>

Support	Mentions	Percentage of mentions
Community services	5	35.7
Local services	5	35.7
Prevention	4	28.6
<b>TOTAL</b>	<b>14</b>	<b>100</b>

Specific needs	Mentions	Percentage of mentions
Specific condition	8	34.8
Young people	8	34.8
Elderly	7	30.4
<b>TOTAL</b>	<b>23</b>	<b>100</b>

\*there were 2 uncategorised responses.