

Higher Folds Engagement Work February 2019

Engagement Outcome Report

If you would like this document in a different language or any other format (including Braille or Audio), or if you would like a hard copy posting to you, please contact us on:

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NHS
Wigan Borough
Clinical Commissioning Group

Calling residents of Higher Folds!

We want to know what you think of health and social care services in your area.

Drop-in to talk to us over a brew and tell us what matters to you!

**Tuesday
5th
February
2019**

**Higher Folds
Community Centre,
Stirling Close, Leigh,
WN7 2UB**

**Anytime
Between
11am -
2pm**

If you have any questions please call 01942 482711
or email shapeyournhs@wiganboroughccg.nhs.uk

**Talk to
us!**

Flyer advertising the drop in session

Introduction

In February 2019 we spoke to residents in Higher Folds, Leigh about the health and social care services in the area.

The purpose of our engagement work was to get feedback about:

1. The services available in the area, including the GP practice and pharmacy
2. What health services people think are needed in the area
3. What physical activities people would like to do in the area

Higher Folds is within the 10% most deprived areas in the UK. There is one GP practice, Leigh Family Practice and one Pharmacy, The Manor Pharmacy. 25% of the residents are registered with Leigh Family Practice. In August 2018 SSP Health Limited took over the contract to run Leigh Family Practice.

Thank you to all the residents who spoke to us! We would also like to thank the GP practice groups, Councillor Anita Thorpe and the staff at Higher Folds Community Centre for supporting us with this engagement work.



What did we do?

Met with Councillor Anita Thorpe who gave us feedback from residents



Met with the patient group at Leigh Family Practice



Published a survey online and had paper copies available in Higher Folds Community Centre



Held a drop in session at Higher Folds Community Centre on 5th February 2019



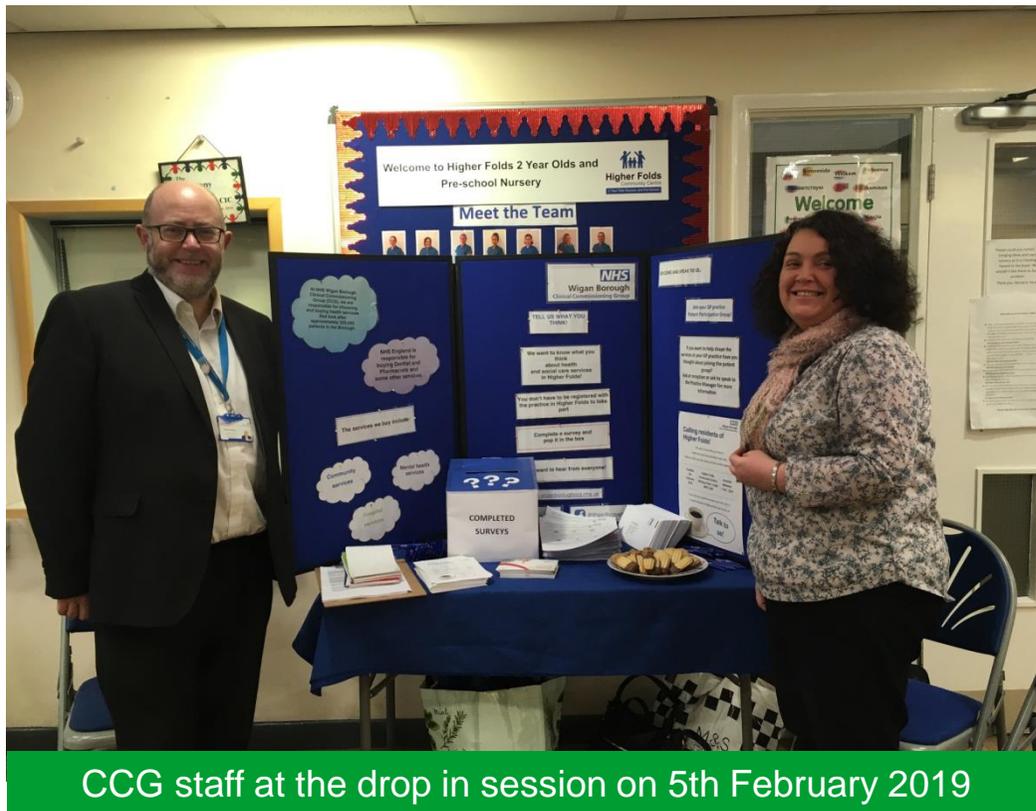
Spoke to parents at a Tiny Tots session at Higher Folds Community Centre on 11th February 2019



Spoke to people at a Community Bingo session in Leigh on 11th February 2019

Who did we speak to?

11 People completed the survey	30 People at the Community Bingo session	40 People at our drop in session	7 People with mothers at the Tiny Tots session	10 People at Leigh Family Practice patient group
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During our engagement work we spoke to:

- People with a range of ages, particularly younger and older people
- People who are pregnant or already have young children
- People who care for others
- People who have a disability
- People who don't have a car and rely on public transport

Drop in session

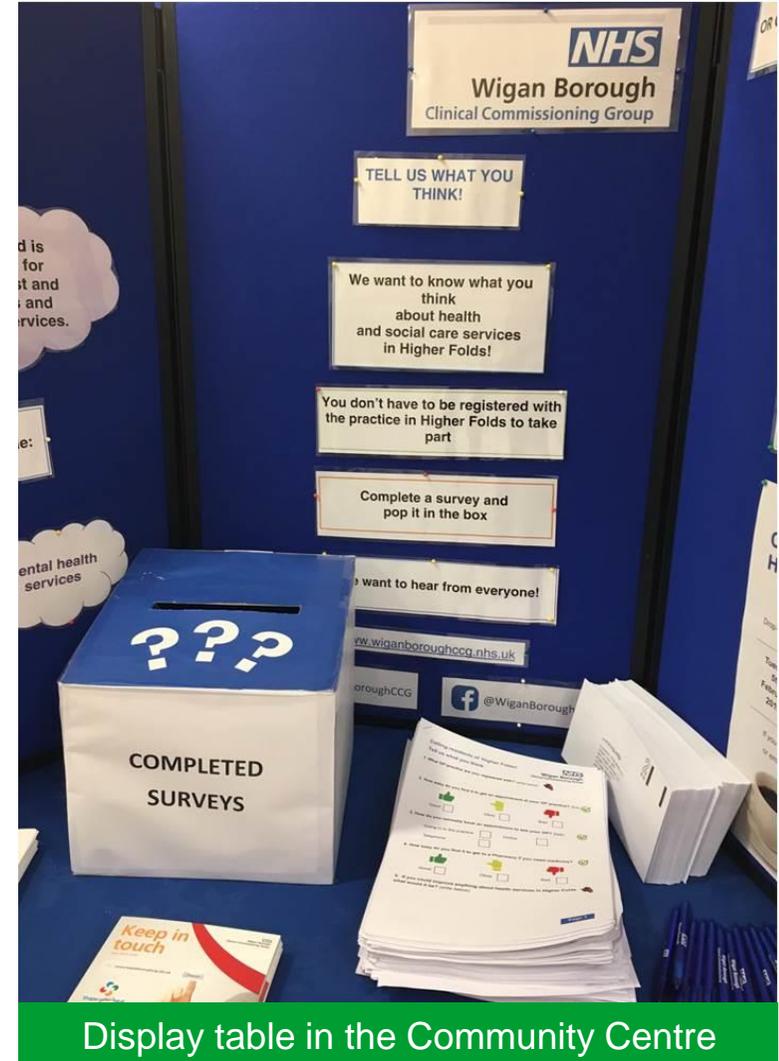
We held a drop in session at Higher Folds Community Centre on 5th February 2019.

The session was held over lunch time so that we could speak to people leaving the morning art class and arriving for Bingo in the afternoon. We also spoke to people who were coming to collect their children from the nursery. A number of patients from the GP practice came to see us and someone from the local Pharmacy.

The session was advertised widely in the local area:

- Posters up in GP practices across Leigh
- Posters in the local shops in Higher Folds
- 500 leaflets through doors
- Promotion on social media

We had a display up in the community centre between 1st February and 11th February 2019 for people who couldn't make the session. This included a survey and a box so people could leave us some feedback.



Display table in the Community Centre

What people told us

We have looked at the feedback we got back from the survey and our conversations with people. The next few pages outline what people told us under the following areas:

1. The GP practice – Leigh Family Practice
2. People registered at other GP practices
3. What services people would like in the area
4. What physical activities people do at the moment
5. What physical activity people would like to do

Some people gave us feedback about other services, such as the hospital, and whilst these aren't included in the report we will make sure the feedback is passed on.

There were a few immediate actions for us:

1. Linked the pharmacy in to Leigh Family Practice to look at issues with prescriptions
2. Getting the Practice Manager of Leigh Family Practice in touch with a few patients who needed appointments with a GP
3. Escalating issues about the Leigh Family Practice telephone lines



Calling residents of Higher Folds!
Tell us what you think

NHS
Wigan Borough
Clinical Commissioning Group

1. What GP practice are you registered with? (write below) 

2. How easy do you find it to get an appointment at your GP practice? (tick) 

Good Okay Bad

3. How do you normally book an appointment to see your GP? (tick) 

Going in to the practice Online

Telephone

4. How easy do you find it to get to a Pharmacy if you need medicine? 

Good Okay Bad

5. If you could improve anything about health services in Higher Folds what would it be? (write below) 

The 1st page of our survey

What people told us

1. The GP Practice on the estate

The main practice for Leigh Family Practice is located in Bridgewater Medical Centre in Leigh. Higher Folds and the practice on Wigan Road are the branch practices. Patients can attend appointments across the three locations.

There were a number of concerns raised about the GP practice:

- a) It is very difficult to get through to Leigh Family Practice on the telephone.
- b) Most people book appointments by telephone and some find it easier to pop in to speak to the reception.
- c) The people we spoke to generally don't use Patient Online services for a number of reasons, for example not having access to a computer.
- d) There has recently been a number of Locum doctors and appointments cancelled at Higher Folds (an example of Flu clinic before Christmas was given here).
- e) It is hard to get an appointment at Higher Folds and people are often asked to go to the main practice in Bridgewater Medical Centre. This isn't easy and costs a lot for people who rely on public transport.
- f) There are issues with electronic prescriptions not getting to the pharmacy.
- g) People feel the practice on Higher Folds isn't open enough, in terms of the GP and the shutters come down in the afternoon. It sometimes shuts earlier on some days which causes the pharmacy some problems.
- h) People are unclear of the open times and what services are on offer in Higher Folds.
- i) People have to wait a long time for an appointment (one lady told us she had been ringing for an appointment for her child and was told to keep ringing back at 8am but she ended up going to the Walk in Centre).
- j) Concerns about the building. It is very small and someone told us you can here conversations through the walls next door.
- k) There has been an issue with the website and feel that it would be helpful for patients to get more information about the recent change and service at the practice.
- l) A couple of people feel the staff can be rude or abrupt.



What people told us

2. People registered at other GP practices

Only 25% of the residents on the estate are registered with Leigh Family Practice.

People are registered with a number of different GP practices in Leigh and we will make sure the feedback we got goes to the practices.

The reason for people not being registered with Leigh Family Practice on the estate was mainly historic – people have always been with another practice and never changed.

A couple of people mentioned the level of service available.

3. What services people would like in the area

We asked people if they felt the area was lacking in any health and social care services. We got a number of suggestions and ideas:

- a) A new building for the GP practice (that has been spoken about for years)
- b) A yearly health check up for the whole family
- c) A regular doctor they can get to know
- d) More mental health support
- e) Better access to blood tests
- f) Smear tests
- g) Access to a practice nurse
- h) Sexual health and family planning
- i) The pharmacy to be open 7 days a week



What people told us

4. What physical activities people do at the moment

We asked people if they did any physical activity and if so, where.

Quite a lot of people told us they didn't do physical activity, beyond walking to do daily errands.

Those that did say they do physical activity told us:

- a) Walking
- b) Cycling
- c) Knitting
- d) Swimming (not on the estate)
- e) Children Karate (not on the estate)

5. What physical activity people would like to do?

We had a number of suggestions when we asked people what physical activity they would like to have on the estate:

- a) Something for older people (there used to be an exercise class with a trainer that was stopped)
- b) Exercise under the supervision of a physio or clinician
- c) Stable footpaths in the local area would encourage someone to walk more
- d) A good play area (but a few people said play areas get vandalised)
- e) Something for kids / teenagers
- f) Slimming world and exercise (there used to be a class that stopped)
- g) Pregnancy classes / yoga
- h) Something for parents that you can incorporate your child or if there is a crèche available to enable them to take part
- i) Keep fit class for younger adults (there used to be a class that stopped)



Equality Monitoring Information

We only completed a full equality monitoring form with people who filled in the survey. So the information below only relates to the surveys. All respondents lived in Leigh and had a WN7 postcode.

20% carers	100% White British	40%, 35 – 44year 20%, 55 – 64 year 340%, 65+ years	100% female
100% same gender identity as at birth	50% married 20% single 10% cohabiting 20% other	90% Christian 10% prefer not say religion	90% straight 10% prefer not to say sexuality
50% disabled Long Term Conditions, Mobility & feeding	100% British Citizens	40% retired 20% employed 20% unemployed 10% other 10% prefer not to say	No Veterans or veterans in the family

Any future engagement work efforts to speak to people we didn't hear from this time such as; different ethnicities and faiths, LGBTQ+ residents, more male residents.

Recommendations

1. Share this feedback with Leigh Family Practice and work with them on necessary improvements/work.
2. We need to improve access to the telephone lines at Leigh Family Practice for patients.
3. We need to look at how we could support residents with Patient Online services if they have the means as a way of giving them another option to book appointments.
4. We need to make sure patients get more information generally:
 - a) Make sure the website is up to date
 - b) Tell people about the change of services/s
 - c) Tell people about the doctors recently recruited
 - d) Tell people about the opening hours, when a GP will be in and when the practice will be open
5. We need to look into the number of appointments available for residents on the estate and how many people are being asked to go to Bridgewater Medical Centre or Wigan Road. Having to travel to the other practice/s is a real problem for some people particularly those who rely on public transport.
6. We need to look further into how long people are having to wait on Higher Folds for an appointment and if this meets an acceptable level. Our engagement work has suggested some people are waiting weeks.
7. We need to resolve issues with the electronic prescriptions between the practice and pharmacy.
8. We need to look at the building and resolve issues of privacy, particularly the feedback that conversations can be heard next door. Residents also need feedback on what is happening about the new build they were expecting in the area.
9. We need to review the list of services that people would like to be available in the local area and give feedback on whether we can implement each one in turn.
10. We need to give The Healthier Wigan Partnership the feedback about what physical activity people would like on the estate so they can take this into account when planning to spend the recent money that has been acquired. They will need to provide feedback to the CCG on how feedback from local residents has influenced what they do.

What happens next?

1. This report will be published online with the patient group at Leigh Family Practice and in the local area.
2. The information within this report and the recommendations will be considered by the CCGs Primary Care Team who will work with other health and social care teams if necessary.
3. The CCGs Primary Care Team will complete a “You Said, We Listened” document in a couple of months to describe how the feedback and ideas from residents has been taken forward and this will be published. The Healthier Wigan Partnership will provide feedback on the physical activity element.
4. We will come back out to Higher Folds in 6 months (approximately September 2019 time) to talk to residents to see if they have seen any improvements to local health and social care services.

Contact Details

If you have any questions about this report, or would like it in a different format please contact us on:

Call: 01942 482711

Email: shapeyournhs@wiganboroughccg.nhs.uk

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