

Listening to Neighbourhoods Engagement Report - June 2017

Introduction

Manchester Health and Care Commissioning (MHCC) engagement team have been speaking and listening to members of the public as part of our engagement programme for 2017/2018 and to them in helping us to shape the future of health and care services across Manchester.

We want to understand what matters to people using health and care services in Manchester. This will ensure that in line with our operational plan for 2017/2018 and our strategic aims of enabling people and communities to be active partners in their health and wellbeing, we can work together to achieve the best possible health outcomes for everyone living in Manchester.

Methodology

The engagement took place during April, May and June 2017 in a variety of locations, including waiting areas within GP practices and supermarkets across north, south and central Manchester. We also attended local events including a health fair at the Khizra Mosque in Cheetham Hill, to engage with members of the local communities we serve. People were able to provide feedback about how we can support them to lead a healthier life, along with allowing us the opportunity to share with them our vision for the future of health and care services in the form of our locality plan. We have shared the locality plan with approximately 300 people through community engagement events.

GP Practices were also provided with the web link to the Listening to Neighbourhoods survey with a request that they put the link on their practice websites, if applicable, to encourage as many people as possible to engage with us.

A total of 155 surveys were completed, and people were asked four questions that related to how they can be supported to lead a healthier life, along with questions about their experience of accessing and using local health and care services. In line with the national key priority areas people with long term health conditions were also asked how we can better support them to manage their illness.

The feedback below shows the top themes for each question asked by area, north, central and south Manchester, going forward as the volume of responses increases this feedback will be provided on a neighbourhood basis:

Priorities for north Manchester people

What could help you to lead a healthier life?

- Better access to swimming facilities which are disabled friendly and close to home. Citizens report that swimming facilities in some areas in north Manchester have closed and the ones that remain open in Beswick and Ancoats do not have good transport links
- Patients reported a lack of exercise facilities in local parks, and also reported local parks are not clean and don't feel safe.
- Exercise programmes that are tailored to individual's needs. Particularly for those people who are less mobile, have learning disabled or are disabled

- People requested clearer information about the content of food, particularly the sugar content of foods within the Asian community
- A number of Asian ladies reported that they would like to attend yoga but that in the Cheetham Hill area there are no classes available
- Some older people reported that they lack confidence to join in new activities or coffee mornings. They would like a befriending service that could offer support on a 1-2-1 basis to accompany people to attend new local activities which would reduce social isolation
- People are unaware of what services, activities and volunteering opportunities are available in their local area. It was stated that a newsletter or information in their local GP practice would be useful to keep people up to date with what is happening locally
- Residents in Miles Platting reported that there are no shops locally to purchase healthy foods from
- Residents report that there are no local exercise classes and the local swimming baths closed down with only Beswick or Ancoats available now, these are difficult to access from Miles Platting area as residents say there are poor transport links
- People would like to learn how to cook healthy foods and also feel that school children should be educated on what a healthy life entails including eating healthily and the benefits of exercise
- Access to health and wellbeing classes locally
- More affordable or subsidised local gym facilities in the Miles Platting, Moston and Blackley areas

What would make it easier for you to access health and care services?

- Patients would like access to ear syringing services locally in Harpurhey or Charlestown
- Access to out of hours community services, e.g. district nurses after 4.30pm and at the weekends
- More parking spaces at North Manchester General Hospital
- Easier access to weight management services
- Parenting advice and baby weighing facilities – possibly at Harpurhey Health and Well-being Centre

If you are using health and care services, what is working well and what do we need to improve on?

Patients report that the following areas of healthcare are working well:-

- Patients report that during the last few months the attitude of staff within North Manchester General Hospital has improved
- North City Fitness offer Baby bliss, Baby massage and baby yoga classes for a £1 donation which the parent found to be really beneficial for both her and her baby
- Patients benefit from information that is provided at the GP surgery of facilities that are available locally

The following feedback suggests areas we need to improve on:-

Patients reported poor public transport links to hospitals from certain areas in Manchester

- Patients report that car parking costs at hospitals are expensive
- Delays in receiving test results from some local hospitals – needs improvement
- Access to hospitals in Manchester from north Manchester area need a review of transport links to ensure that all hospitals are easily accessible via public transport

If you live with a long term health condition, what would help you to manage it better?

- Patients would like information about the different gynaecological conditions to inform them of how these conditions may affect the individual
- More support with weight management advice or referral by prescription to weight management/diet classes
- Patients requiring IVF treatment stated that depending on where you live in Manchester would determine how many attempts at IVF treatment you are permitted. Patients felt that this was unfair and one patient had moved house to a different area which allowed her three attempts at IVF rather than the one attempt she had been allowed when living in north Manchester



Priorities for central Manchester people

What could help you to lead a healthier life?

- Provide healthy lifestyle advice for people aged 18 – 30 years
- Early Psychological support for people prior to becoming in a crisis situation, including music therapy
- Armchair exercise to enable people with all levels of mobility's to take part
- Patients would like increased appointments to GPs out of hours and at the weekends. A number of patients are not aware of the out of hours appointments now offered
- Patients would like better transport links to all hospitals in Manchester
- Patients would like district nurses to be more informed about different services that are available to patients living with long term conditions. How to access advice and support about different conditions, benefits advice, facilities available locally that would benefit them in managing their conditions etc.

What would make it easier for you to access health and care services?

- Patients would like a Freephone telephone number to obtain advice about different health services available to them
- Patients would like to book GP appointments in advance, rather than having an on-the-day appointment system
- Social prescribing of exercise classes from GPs

If you are using health and care services, what is working well and what do we need to improve on?

Patients report that the following areas of healthcare are working well:-

- Most patients felt that the standard of care provided by their practice GP was very good, patients felt valued, listened to and liked having information explained to them clearly

Patients report that the following areas of healthcare require improvement:-

- When accessing the Children's Accident & Emergency services at the Manchester Royal Infirmary, the doctors do a full set of observations (Blood pressure, temperature, heart rate etc). Patient advised her GP does not offer this thorough check up treatment
- One patient stated that her gynaecological appointments at St Marys are often cancelled at short notice with no explanation

- One patient advised that the NHS111 service required improvement as they had tried to contact them but had been unable to get through on the telephone
- One patient felt that the prescribing of medication should be limited as they felt that some GPs over prescribed

If you live with a long term health condition, what would help you to manage it better?

- Vascular condition – Patient uses the Physical Activity Referral Service (PARS) provided by Buzz and explained that these classes are helping to keep the patient active.
- Chronic obstructive pulmonary disease (COPD) - PARS is helping the patient with breathing techniques
- Weight management advice and support

Priorities for south Manchester people

What could help you to lead a healthier life?

- Royal Oak Community Centre is in a poor state of repair and needs renovating. It would be beneficial to the local community to offer circuit training and other activities at this venue
- Poor lighting in the local parks make them inaccessible for local residents in the winter
- Raise awareness of what a healthy life means – including the benefits of exercise, healthy eating, drug awareness and sexual health in schools
- Provide cookery classes for young mums which could include healthy recipes
- Citizens stated that if there could be subsidised costs for children to swim, it would encourage them to participate more regularly
- There are no facilities for disabled children to go to the park and enjoy outdoor activities in south Manchester
- One patient requires a low level council accommodation to manage his disability, however he reported that he cannot bid for properties as he has no access to on-line services

What would make it easier for you to access health and care services?

- Emergency appointments at some GP practices are only in the morning, one patient stated she would like access to emergency appointments be available after school hours
- Shorter waiting times for physiotherapy at Wythenshawe Hospital – 12 week wait is unacceptable
- Patients stated that would like access to drop in centres for mental health support, or access counselling services

If you are using health and care services, what is working well and what do we need to improve on?

Patients report that the following areas of healthcare are working well:-

- Hearing aid services are easily accessible at St Margaret's, patient stated this is much better than having to travel to her local hospital
- One patient reported that the smoking cessation service at Kingsway Medical Centre is excellent
- Several patients reported having received excellent care and treatment at the Christie Hospital

Patients report that the following areas of healthcare need improving:-

- One patient reported that their appointment is cancelled at short notice with no explanation when attending Cardiology department at Manchester Royal Infirmary and Wythenshawe Hospital

- People are concerned about the waste of medications that have been prescribed and are unused. Patients feel a review of the medications dispensed should be undertaken regularly, along with a controlled site to return unused medication so it can be used again
- Some patients stated that they would like hand sanitizer to be available in their GP practice
- Some patients stated that they would like their GP practice to triage initial calls to ensure that those patients who are most poorly obtain an appointment quicker than routine appointments for non-urgent illnesses
- Quicker access to Child and adolescent mental health services (CAMHS) – parent reported a 12-week waiting time and during this time felt isolated with no access to support or advice

If you live with a long term health condition, what would help you to manage it better?

- Diabetes – patient would like access to group support and dietary advice accessible via a helpline

Summary

Patients throughout Manchester felt that they would benefit from an annual health check with a GP. Patients felt that this would provide an opportunity for a medication review if appropriate and detect illnesses early.

In many parts of Manchester there are fantastic health and wellbeing facilities, however many patients state that they are unaware of what facilities are available and where they can be accessed. Patients said that they would like this information in the form of a newsletter and promoted and advertised through their GP practices.

Many citizens reported that travelling to hospitals in Manchester is difficult by public transport, frequently involving changing buses more than twice or simply not being able to get to hospital by public transport.

Patients are frequently unaware of how to obtain information or advice about different NHS or adult social care services and stated that it would be useful to have access to a 'one stop shop' where they could access advice, support and or signposting to the appropriate services.

Actions

- Promote and raise awareness of the on-line Greater Manchester Mental Health Foundation Trust Recovery Academy and education and training available
<https://www.gmmh.nhs.uk/recovery>
- Continue to promote and raise awareness of the services of Buzz Health and Wellbeing services
<https://buzzmanchester.co.uk>
- Share the feedback in this report around transport to hospitals with the Single Hospital Service team to ensure consideration of the issues and accessibility to hospitals in Manchester
- Share this report with Buzz Health and Wellbeing service as part of their mapping work taking place in neighbourhoods across Manchester and how people would like information
- Continue to engage with people within the local communities to ensure that services commissioned are reflective of the needs of the communities we serve