



# Small Area Engagement

Blackburn North

2015

## Background

The Small Area Engagement Project targets neighbourhoods within the Borough with high levels of deprivation. Blackburn with Darwen is the 17th most deprived Borough in England with 8 neighbourhoods amongst the 1% most deprived nationally.

With information received from Blackburn with Darwen Public Health Intelligence Specialists, it was possible to determine which areas in the Borough are in the worst 20% on the Health Index. This indicates which neighbourhoods are severely deprived, compared to the rest of the area, using health and economic indicators.

## Methodology

Due to the success of the previous projects, BwD Healthwatch agreed to continue with the same methodology of a door-to-door survey

An updated survey was used, ensuring the questions asked were not being repeated and were relevant. The final questionnaire used was developed with help from local residents, and guidance from Public Health, the Primary Care Trust and the BwD Council.

Healthwatch BwD would like to thank the Healthy Living Team for conducting the door-to-door survey.

## Survey Summary

The streets chosen for the door-to-door questionnaire were: London Road, Whalley Street, Calder Street, Dunsop Street, Snow Street and Waverley Street

---

The Healthy Living Team was commissioned to conduct the door-to-door survey, as they had been extremely successful in the past, visiting properties multiple times at different times of the day.

A total of 390 properties were visited with 100 questionnaires completed.

## Respondent Demographics

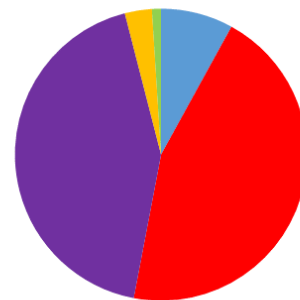


Female: 57%

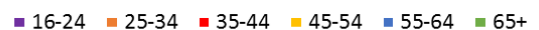
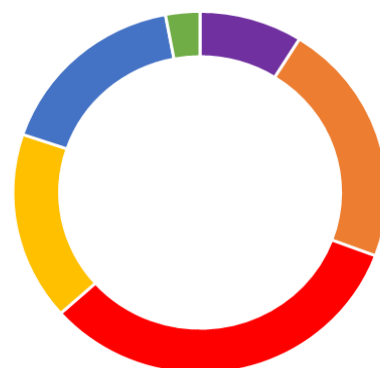


Male 43%

Ethnicity

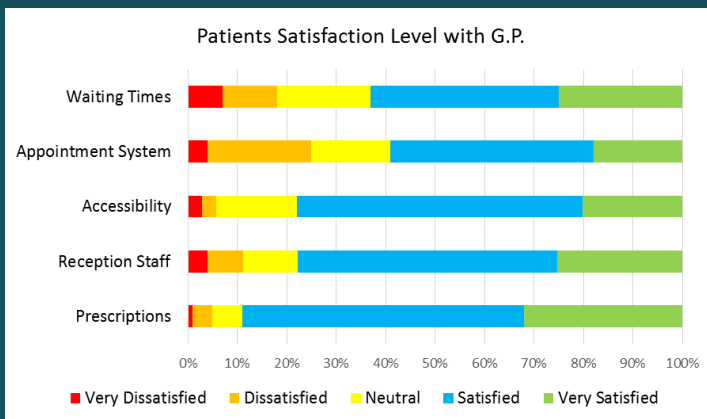


Age



# Survey Results

## Satisfaction Level with GP



### Waiting Times

63 respondents were satisfied/very satisfied with waiting times. 18 respondents were dissatisfied/very dissatisfied about their waiting times

### Appointment System

51 respondents were satisfied/very satisfied with the appointment system. 25 were dissatisfied/very dissatisfied, 4 commented that it was always busy and a struggle on the day to get through for an appointment.

### Accessibility

81 were satisfied/very satisfied with the accessibility at their GP surgery.

### Reception Staff

77 respondents were satisfied/very satisfied with the service received from reception staff, with 11 respondents being dissatisfied/very dissatisfied.

### Prescription System

89 thought that the prescription system was good/very good.

## Local Residents Health

How residents rated their own health:



Very Poor Poor Neutral Good Very Good

Suggestions about what could be done in the local area to improve health.

4 respondents commented that more activities for the kids would help

10 respondents said that they felt cleaner streets and gated alleyways would help.

3 respondents commented that healthy food cooking classes would help

## Local Health Centre

72 respondents had used their local health centre with 67 of these being satisfied/very satisfied with their experience

Comments included:

X- Ray Service at Barbara Castle Way was quick

The eye clinic is very good

Premises are good and well organised but parking is not great

## The 111 Number

32 respondents did not know the reason for using the 111 service, whilst 36 would use for advice if children were ill.

40 respondents had used the service of these 39 stated they thought the service was very good.

“Excellent”

“Advice really good”

“Ask too many repetitive questions”

## Urgent Care at Royal Blackburn Hospital

44 respondents did not know the reason for using urgent care. 15 would use if it was an emergency, whilst 14 said for out of hours if their G.P. was not open.

29 respondents had used the urgent care service and of these 24 stated their experience was good, 1 respondent had a bad experience, 4 considered it to be OK

“Waiting times bad but staff trying their best”

“Long waiting time”

## Emergency Care Service at Royal Blackburn Hospital

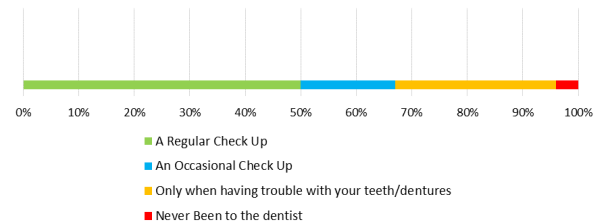
52 stated they would use the Emergency Service for emergencies/serious accident. 16 respondents did not know the reasons for using Emergency Care.

79 respondents had used the emergency care service and of these 44 stated their experience was good, with 32 having a bad experience.

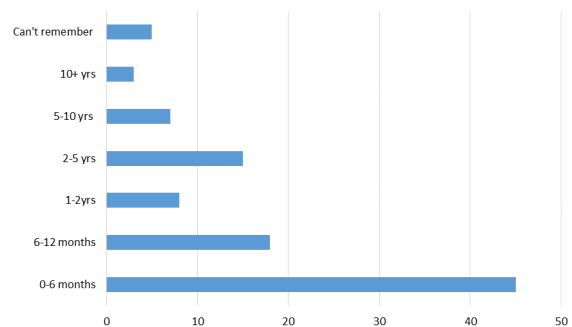
23 respondents commented that there was a very long waiting time.

## Dentistry

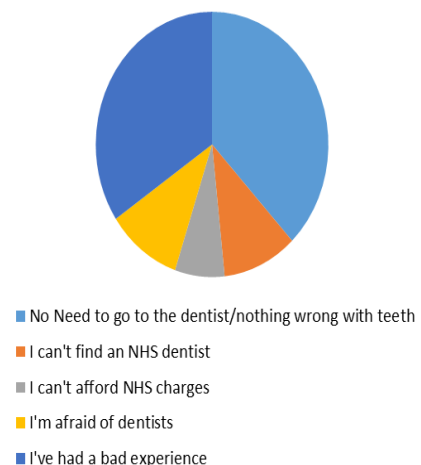
50 respondents stated that they visit the dentist for a regular check up with 29 only going when they were having problems with their teeth/dentures.



Respondents stated when their last visit to the dentist was, which is shown below:



33 respondents stated why they had not been to the dentist in the last two years. The chart below states their reasons:



## Summary

There was a good survey response rate from the door to door survey with those responding giving detailed feedback on their local services and the way they access them.

Respondents were most satisfied with their GP's prescription system with 89 being very satisfied/satisfied with the service they had received.

Respondents were most dissatisfied with their GP appointment system with 25% being dissatisfied/very dissatisfied.

50 residents go to the dentist for a regular check-up whilst 29 go when they have an issue. 33 residents had not been to the dentist in the last two years, we would recommend a public health campaign to promote the health benefits of regular attendance.

32 respondents did not know the reason for using the 111 service. However 40 had used the 111 service with 98% of these positive about the service they had received.

44 respondents did not know the reason for using urgent care.

The 111 service is obviously working well with a lot of positive experiences

There may be a need to review the effectiveness of the current promotional campaigns. Better education will ensure people have the knowledge available to ensure proper use of the services available to them.



If you would like more information about Healthwatch BwD, a hard copy of the report, or to see how you can get involved in future work please get in touch.

**Address:** Suite 20, Blackburn Enterprise Centre,  
Blackburn, BB1 3HQ

**Phone number:** 01254 504985

**Text number:** 07939071407

**Email:** [info@healthwatchblackburnwithdarwen.co.uk](mailto:info@healthwatchblackburnwithdarwen.co.uk)

**Website:** [www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)



Healthwatch BwD



@Healthwatch BwD



Healthwatch BwD

