**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: a door-to-door survey followed by a free community health event at a local Primary School.

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 Avondale Primary School, Darwen for hosting the event, the services that Attended and the Healthy Living Team for conducting the door-to-door survey.
Survey Summary

The streets chosen in Darwen for the door-to-door questionnaire were:
Avondale Road, Harwood Street, Durham Road, Salisbury Road, Hindle Street, Earnsdale Road, Brighton Terrace and Baron Street. The questionnaire was also completed at the Community Event, which was held at Avondale Primary School.

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 370 properties were visited with 102 questionnaires completed. Individuals were also approached at the Healthwatch BWD Community Event, with 4 attendees completing the questionnaire.

Following on from the survey an event was held at Avondale Primary School, this provides information to parents about services available to them within their local Community and Borough.

Healthwatch BwD would like to thank the following third sector organisations for attending the community event: Oral Health Team, InDiGo, Community Restart, Re:fresh Health Trainers, Carers Service and Your Support Your Choice.

Respondent Demographics

Female: 59%
Male: 41%

Ethnicity:
- White British
- White – other
- Asian or Asian British – Pakistani

Age:
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
Waiting Times
79 respondents thought waiting times were very good but 9 did comment that there was a long wait of up to an hour.

Appointment System
75 (71%) respondents thought the appointment system was very good. Although 6 did comment that they never get to see their own GP but can get a same day appointment with another GP if needed.

Accessibility
Accessibility was the respondents main concern 28 (26%) stating that it was poor/very poor with 21 people commenting that parking at their GP Surgery was terrible and made them late for appointments.

Reception Staff
93% of respondents considered the reception staff to be good/very good

Prescription System
88% thought that the prescription system was good/very good.

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

“Make more use of Leisure Centre”
“I access the wellbeing walks — they’re Brilliant”
“There used to be more leisure centre activities”
“Mum has dementia— would like more groups for her, advertising what is available such as dances/memory events”
“More local support groups”
“Darwen running group is brilliant but needs help advertising”

Local Health Centre
67 (64%) of respondents had used their local health centre with 31 (48%) using Barbara Castle Way.
58 (87%) of these stated that they were satisfied/very satisfied with their experience using the Health Centre

Comments included:
Excellent service
Appointment was on time—very good service
X ray excellent better then hospital
The 111 Number

28 (26%) of respondents did not know the reason for using the 111 service, whilst 21 (20%) would use for advice said they would use it in an emergency and 14 (13%) said they would use if their child was ill.

39 (37%) commented they had used the service of these 34 (88%) stating they thought the service was very good.

“Very reassuring when concerned about baby”

“Useless a waste of time just a sign-posting service”

Urgent Care

at Royal Blackburn Hospital

19 (18%) respondents did not know the reason for using urgent care, whilst 12 (11%) stated they would never use the service. 38 (36%) stated they would use it for emergencies.

Only 11 (10%) of respondents had used the urgent care service and of these 9 (82%) stated their experience was good.

Emergency Care Service

at Royal Blackburn Hospital

70 (66%) stated they would used the Emergency Service for emergencies/life threatening, 18 (17%) respondents said they would use for serious accidents.

50 (47%) had used the emergency care service and of these 38 (76%) stated their experience was good.

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

“13 hours on a trolley in A&E stayed in a cubicle all night”

Dentistry

63 (59%) of respondents stated that they visit the dentist for a regular check up with 20 (18%) 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:

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

- No Need to go to the dentist/nothing wrong with teeth
- I can’t find an NHS dentist
- I haven’t got time to go
- I’m afraid of dentists
- I’ve had a bad experience
- Have dentures
The community event was held at Avondale Primary School. The event was advertised throughout the school using a flyer that was distributed throughout the school. Event stands were selected by the school to ensure that they were relevant to the area.

Information stands included:

Information leaflets were made available for healthy lunchbox ideas and fruit pots were given away.

There was also the opportunity for the children to participate by drawing/painting pictures around what makes their neighbourhood a fun and healthy place to live.
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 surgery reception staff with 93% stating they were good/very good. There is therefore a lot of positive experiences with GP reception staff and to encourage these continued high standards we would recommend that these comments are fed back by the Clinical Commissioning Group to the GP Surgeries within Darwen.

Respondents felt that accessibility at their local GP surgery was an issue with 26% stating that they thought accessibility was poor/very poor, issues were raised by a number of respondents around the lack of available parking spaces at Darwen Health Centre.

59% of residents go to the dentist for a regular check-up whilst 19% go when they have an issue, 5% have never been to the dentist.

28 respondents did not know the reason for using the 111 service. However 43 had used the 111 service with 88% of these positive about the service they had received.

19 respondents did not know the reason for using urgent care and another 12 respondents stated they would never use the service.

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

Website: www.healthwatchblackburnwithdarwen.co.uk