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 Our Lady Of Perpetual Succour Primary School, Highercroft 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 Highercroft for the door-to-door questionnaire were: Fishmoor Drive, Lytham Road and Manxman Road. The questionnaire was also completed at the Community Event, which was held at Our Lady of Perpetual Succour 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 380 properties were visited with 100 questionnaires completed. Individuals were also approached at the Healthwatch BWD Community Event, with 6 attendees completing the questionnaire.

Following on from the survey a community event was held at Our Lady Primary School, this provided information to parents about services available to them within their local Community and the 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.

Respondent Demographics

Female: 61%
Male: 39%
Survey Results

Satisfaction Level with GP

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<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiting Times</td>
<td>66%</td>
<td>26%</td>
<td>10%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>Appointment System</td>
<td>56%</td>
<td>35%</td>
<td>9%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Accessibility</td>
<td>83%</td>
<td>12%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Reception Staff</td>
<td>77%</td>
<td>17%</td>
<td>6%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>84%</td>
<td>15%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
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Waiting Times
70 (66%) of respondents were satisfied/very satisfied by waiting times with 18 (17%) stating they were dissatisfied/very dissatisfied.

Appointment System
59 (56%) respondents were satisfied/very satisfied with the appointment system. 20 (19%) were dissatisfied/very dissatisfied with the system with three respondents commenting that it was difficult getting an appointment and it was sometimes a week until the next available appointment.

Accessibility
88 (83%) respondents were satisfied/very satisfied with accessibility.

Reception Staff
77% of respondents were satisfied/very satisfied with the service they receive from the reception staff.

Prescription System
86% were satisfied/very satisfied with the prescription system.

Local Residents Health

How residents rated their own health:

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<table>
<thead>
<tr>
<th>Health Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Good</td>
<td>30%</td>
</tr>
<tr>
<td>Good</td>
<td>20%</td>
</tr>
<tr>
<td>Neutral</td>
<td>20%</td>
</tr>
<tr>
<td>Poor</td>
<td>15%</td>
</tr>
<tr>
<td>Very Poor</td>
<td>15%</td>
</tr>
</tbody>
</table>
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Suggestions from residents about what could be done in the local area:

“A local Couch to 5K Group”
“More local clubs/social activities there used to be more”
“Street cleaning and better bus service to be able to get to appointments”
“More local support groups”
“Youth places to meet”

Local Health Centre

65 (62%) of respondents had used their local health centre with 41 of these using Barbara Castle Way.

59 (90%) who had used the service stated that they were satisfied/very satisfied with their experience using the Health Centre

Comments included:

Very efficient
Parking area too small at Barbara Castle Way
Very quick to be seen
The 111 Number

35 (33%) of respondents did not know the reason for using the 111 service, whilst 10 (9%) said they would use it in an emergency. 21 stated they would use for telephone advice if their GP was closed.

39 (37%) commented they had used the service of these 35 (90%) stating they thought the service was very good.

Urgent Care at Royal Blackburn Hospital

20 (19%) respondents did not know the reason for using urgent care, 26 (25%) stated they would use it for emergencies, 22 said something urgent/serious and 7 for out of hours.

34 (32%) of respondents had used the urgent care service and of these 28 (88%) stated their experience was good.

Comments included

“Understaffed”

“Good apart from the wait”

Emergency Care Service at Royal Blackburn Hospital

47 (44%) stated they would use the Emergency Service for emergencies, whilst 10 (9%) didn’t know the reasons for using it. 15 (14%) respondents said they would use for serious accidents.

71 (67%) had used the emergency care service and of these 48 (68%) stated their experience was good.

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

10 commented that the service was understaffed.

Dentistry

55 (52%) of respondents stated that they visit the dentist for a regular check up with 26 (25%) only going when they were having problems with their teeth/dentures.

All 106 respondents stated when their last visit to the dentist was, which is shown below:

31 (29%) stated why they had not been to the dentist in the last two years. The chart below states their reasons:
Community Event

The community event was held at Our Lady of Perpetual Succour Primary School. The event was advertised throughout the school using a flyer and a letter to parents 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:
Healthwatch BwD, Community Restart,

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 prescription system with 86% stating they were satisfied/very satisfied.

19% of respondents stated that they were dissatisfied/very dissatisfied with their GP appointment system.

52% of residents go to the dentist for a regular check-up whilst 25% go when they have an issue.

31 respondents had not attended the dentist within the last two years with 27% of these stating that they do not need to go as nothing is wrong with their teeth.

35 (33%) of respondents did not know the reason for using the 111 service. However 39 (37%) had used the 111 service with 90% of those positive about the service they had received.

20 (19%) respondents did not know the reason for using urgent care

Although there is a lot positive experiences from using the 111 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.

A number of local residents stated that health in their local area could be improved by more local clubs and exercise groups. More publicity should be undertaken in the area to promote the re:fresh activities and the beez cards which are free to anyone living, working or attending full time education in Blackburn with Darwen.
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.

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